



*"People
helping people
help
themselves"*

Indiana Division of Mental Health and Addiction Consumer Satisfaction Survey Report Card

**Consumer Mental Health Treatment Satisfaction Survey Results:
Adults Served and Parents/Caretakers of
Children/Adolescents Served
from July 1, 2004 through June 30, 2005
(State Fiscal Year 2005)**

**Indiana Family and Social Services Administration
Division of Mental Health and Addiction
402 W. Washington Street, Room W353
Indianapolis, IN 46204-2739
317-232-7800
<http://www.in.gov/fssa/mental/>**

Indiana Division of Mental Health and Addiction Consumer Satisfaction Survey Report Card

Consumer Mental Health Treatment Satisfaction Survey Results:
Adults Served and Parents/Caretakers of
Children/Adolescents Served
from July 1, 2004 through June 30, 2005
(State Fiscal Year 2005)

Table of Contents

Table of Contents	i
Overview.....	1
Brief Summary of the Findings	1
Consumer Demographic Information	2
<i>Table 1. MHSIP Adult Survey, Gender.....</i>	<i>2</i>
<i>Table 3. MHSIP Adult Survey, Age.....</i>	<i>2</i>
<i>Table 2. MHSIP Adult Survey, Race & Ethnicity.....</i>	<i>2</i>
<i>Table 4. YSS-F Parent/Caretaker Survey, Gender.....</i>	<i>2</i>
<i>Table 6. YSS-F Parent/Caretaker Survey, Age</i>	<i>2</i>
<i>Table 5. YSS-F Parent/Caretaker Survey, Race & Ethnicity.....</i>	<i>2</i>
State, Regional, National, & Phone Scores	3
<i>Graph 1. MHSIP Adult Survey, State, Regional, National, & Phone Method Scores.....</i>	<i>3</i>
<i>Graph 2. YSS-F Parent/Caretaker Survey, State, Regional, & National Scores</i>	<i>3</i>
State Fiscal Year Scores Comparisons	4
<i>Graph 3. MHSIP Adult Survey, State Fiscal Years 2002 to 2005.....</i>	<i>4</i>
<i>Graph 4. YSS-F Parent/Caretaker Survey, State Fiscal Years 2002 to 2005</i>	<i>4</i>
Understanding Graphs 5 through 14:	5
Average Scores and Interval Scores.....	5
<i>Graph 5. MHSIP Adult Survey, General Satisfaction.....</i>	<i>6</i>
<i>Graph 6. MHSIP Adult Survey, Good Service Access</i>	<i>7</i>
<i>Graph 7. MHSIP Adult Survey, Quality & Appropriateness</i>	<i>8</i>

<i>Graph 8. MHSIP Adult Survey, Participation in Treatment Planning</i>	<i>9</i>
<i>Graph 9. MHSIP Adult Survey, Positive Service Outcomes</i>	<i>10</i>
<i>Graph 10. YSS-F Parent/Caretaker Survey, General Satisfaction</i>	<i>11</i>
<i>Graph 11. YSS-F Parent/Caretaker Survey, Good Service Access.....</i>	<i>12</i>
<i>Graph 12. YSS-F Parent/Caretaker Survey, Cultural Sensitivity</i>	<i>13</i>
<i>Graph 13. YSS-F Parent/Caretaker Survey, Participation in Treatment Planning</i>	<i>14</i>
<i>Graph 14. YSS-F Parent/Caretaker Survey, Positive Service Outcomes.....</i>	<i>15</i>
Project Summary	16
Individual Provider Graphs.....	17
<i>Adult and Child Mental Health Center, Inc.</i>	<i>18</i>
<i>BehaviorCorp, Inc.</i>	<i>19</i>
<i>Center for Behavioral Health</i>	<i>20</i>
<i>Center for Mental Health, Inc.....</i>	<i>21</i>
<i>Children’s Bureau of Indianapolis, Inc.</i>	<i>22</i>
<i>Community Mental Health Center, Inc.</i>	<i>23</i>
<i>Cummins Mental Health Center, Inc.</i>	<i>24</i>
<i>Dunn Mental Health Center, Inc.</i>	<i>25</i>
<i>Edgewater Systems For Balanced Living, Inc.</i>	<i>26</i>
<i>Four County Counseling Center.....</i>	<i>27</i>
<i>Gallahue Mental Health Center.....</i>	<i>28</i>
<i>Grant Blackford Mental Health, Inc.</i>	<i>29</i>
<i>Hamilton Center, Inc.</i>	<i>30</i>
<i>Howard Regional Health System.....</i>	<i>31</i>
<i>Lifespring Inc.....</i>	<i>32</i>
<i>Madison Center, Inc.</i>	<i>33</i>
<i>Meridian Services Corp.....</i>	<i>34</i>
<i>Midtown Community Mental Health Center.....</i>	<i>35</i>
<i>Northeastern Center</i>	<i>36</i>
<i>Oaklawn Psychiatric Center, Inc.</i>	<i>37</i>
<i>Otis R. Bowen Center for Human Services, Inc.</i>	<i>38</i>
<i>PSI Family Services, Inc.....</i>	<i>39</i>
<i>Park Center, Inc.....</i>	<i>40</i>
<i>Porter-Starke Services, Inc.</i>	<i>41</i>
<i>Quinco Behavioral Health Systems</i>	<i>42</i>
<i>Saint Margaret Mercy Healthcare Centers, Inc.</i>	<i>43</i>
<i>Samaritan Center.....</i>	<i>44</i>
<i>Southern Hills Counseling Center</i>	<i>45</i>
<i>Southlake Center for Mental Health, Inc.</i>	<i>46</i>
<i>Southwestern Indiana Mental Health Center, Inc.....</i>	<i>47</i>
<i>St. Vincent Stress Centers</i>	<i>48</i>
<i>Swanson Center</i>	<i>49</i>
<i>The Villages of Indiana, Inc.....</i>	<i>50</i>
<i>Tri-City Comprehensive Community Mental Health Center, Inc.....</i>	<i>51</i>
<i>Universal Behavior Services - Indianapolis</i>	<i>52</i>
<i>Wabash Valley Hospital, Inc.....</i>	<i>53</i>
Project Methods.....	54
<i>Sample Randomization</i>	<i>54</i>
<i>IU Center for Survey Research and the Telephone Survey.....</i>	<i>54</i>
<i>MHSIP Adult Survey and YSS-F Parent/Caretaker Survey</i>	<i>55</i>
<i>Reliability.....</i>	<i>56</i>
<i>Computation of Provider Scores.....</i>	<i>56</i>

<i>Confidence Interval, Precision, and Confidence Level</i>	57
<i>Sample Size Validity, Statewide and Per Provider</i>	57
<i>True Difference in Consumer Satisfaction</i>	58

Glossary	59
-----------------------	-----------

Internet References	61
----------------------------------	-----------

APPENDIX 1. SAMPLE SIZE CONFIDENCE INTERVALS, MHSIP ADULT SURVEY	62
---	-----------

APPENDIX 2. SAMPLE SIZE CONFIDENCE INTERVALS, YSS-F PARENT/CARETAKER SURVEY	63
--	-----------

APPENDIX 3. IU CSR FINAL DISPOSITIONS	64
--	-----------

APPENDIX 4. INDIVIDUAL SURVEY ITEMS THAT ARE AGGREGATED INTO CATEGORIES	65
--	-----------

APPENDIX 5. DESCRIPTIVE STATISTICS	67
---	-----------

APPENDIX 6. ONE-WAY ANALYSES OF VARIANCE	68
---	-----------

APPENDIX 7. MHSIP ADULT SURVEY AVERAGE (MEAN) SCORES	69
---	-----------

APPENDIX 8. YSS-F PARENT/CARETAKER SURVEY AVERAGE (MEAN) SCORES	70
--	-----------

DEDICATION

This edition of the Report Card is dedicated to the memory of attorney Norma E. Bradway (1944-2004), whose work as Deputy Director and Assistant Deputy Director of the Indiana Division of Mental Health and Addiction ensured clear, rational standards for mental health and addiction services for Indiana citizens. Her commitment to access to quality care for the Division's consumers was an inspiration to all who knew her.

ACKNOWLEDGMENTS

DMHA Director: Cathy Boggs

Project Director: Paula J. Barrickman

Project Manager: Michael C. Connor

Data Analyst: Yuri Kirilusha

Deputy Director: Sue Lummus

Printed: April 2007

Overview

The Indiana Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) is pleased to publish this Consumer Satisfaction Survey Report Card for consumers, their family members, government officials, providers of mental health services, and all other stakeholders interested in mental health care service delivery in Indiana. This report card provides information about consumer satisfaction with Indiana mental health services and service providers.

The 37 mental health care agencies in this report have contracts with DMHA to provide services. Under Indiana law (P.L. 40), these providers must offer the same set of ten mental health services; this is called the “continuum of care” for eligible Indiana citizens. To locate the nearest provider or the one this report card may indicate is the best for a specific need; please go to the Indiana Division of Mental Health and Addiction map of providers: <http://www.in.gov/apps/fssa/hap/> If there are further questions, please call the Consumer Service Line at 800-901-1133 or call DMHA directly at 317-232-7800.

The data in this report card came from some of the people (a sample) who received services during State Fiscal Year 2005 (July 1, 2004 to June 30, 2005). Two groups of consumers were surveyed for this report card: (1) Adults with serious mental illness (SMI), and (2) Parents/caretakers of children and adolescents with serious emotional disturbance (SED). If you have questions about services, please visit the Indiana Division of Mental Health and Addiction website at: <http://www.in.gov/fssa/mental/>

People seeking mental health services can be enrolled in the Hoosier Assurance Plan (HAP) when they meet the definitions of SMI and SED (see the Glossary for more information) and meet HAP income criteria of annual income at or below 200% of the federal poverty level. Adults and children with chronic addiction were not surveyed for this report card.

Most of the mental health care agencies shown in this report provide services for both adults (SMI) and children/adolescents (SED), except for five providers who serve only children and adolescents. Of those five providers, graphs for children are shown in this document for St. Vincent Stress Centers (#1007), The Villages of Indiana (#1006), Children’s Bureau of Indianapolis (#1009), and PSI Services (#1468). There is no graph for Choices, Inc. (#1019) because it is a joint venture of four other providers that are shown separately.

Brief Summary of the Findings

Adult consumers rate all Indiana mental health service providers at about the same level of satisfaction. Adult consumers indicate that service outcomes could be better, which is true for all Midwestern states and all states nationally.

Parents/caretakers of children and adolescents with SED also rate service providers at about the same level of satisfaction. Again, all providers of child services could have scored higher on outcomes of services, but this finding is true for all Midwestern states and all states nationally. See Graphs 5 through 14 for detailed information.

Consumer Demographic Information

All data were collected by Indiana University Center for Survey Research (CSR) and submitted to the Indiana DMHA. After DMHA performed final data revisions, there were 4,012 completed surveys (2,006 adult surveys and 2,006 parent/caretaker surveys). The tables below illustrate demographic information for both groups of consumers.

MHSIP Survey (Adults with SMI) Demographics

Table 1. MHSIP Adult Survey, Gender

	Number	Percent
Male	701	34.9%
Female	1,305	65.1%
Total	2,006	100.0%

Table 3. MHSIP Adult Survey, Age

	Number	Percent
18 or less	23	1.1%
19-20	51	2.5%
21-30	349	17.4%
31-40	445	22.2%
41-50	608	30.3%
51-60	378	18.8%
61-70	111	5.5%
70+	41	2.0%
Total	2,006	100.0%

Table 2. MHSIP Adult Survey, Race & Ethnicity

	Number	Percent
African Amer/Black	189	9.4%
Alaskan Native	1	.0%
American Indian	4	.2%
Asian	3	.1%
Native Hawaiian	0	.0%
White	1,752	87.3%
Multiracial	7	.3%
Other	50	2.5%
Total	2,006	100.0%

Hispanic	65	3.2%
Non-Hispanic	1,941	96.8%
Total	1,967	100.0%

YSS-F Survey (Parents/Caretakers of Children/Adolescents with SED) Demographics

Table 4. YSS-F Parent/Caretaker Survey, Gender

	Number	Percent
Male	1,199	59.8%
Female	879	40.2%
Total	2,006	100.0%

Table 6. YSS-F Parent/Caretaker Survey, Age

	Number	Percent
1-5	177	8.8%
6-10	702	35.0%
11-15	893	44.5%
16-18	234	11.7%
Total	2,006	100.0%

Table 5. YSS-F Parent/Caretaker Survey, Race & Ethnicity

	Number	Percent
African Amer/Black	371	18.5%
Alaskan Native	0	.0%
American Indian	4	.2%
Asian	2	.1%
White	1,501	74.8%
Multiracial	75	3.7%
Other	53	2.6%
Total	2,006	100.0%

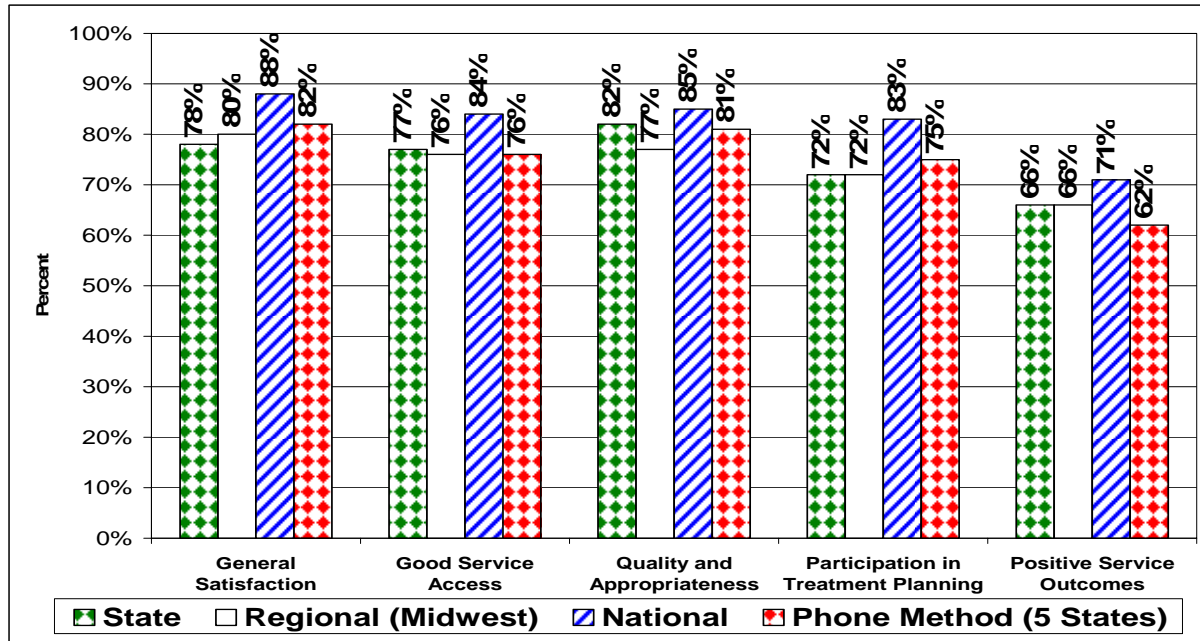
Hispanic	86	4.3%
Non-Hispanic	1,920	95.7%
Total	2,006	100.0%

State, Regional, National, & Phone Scores

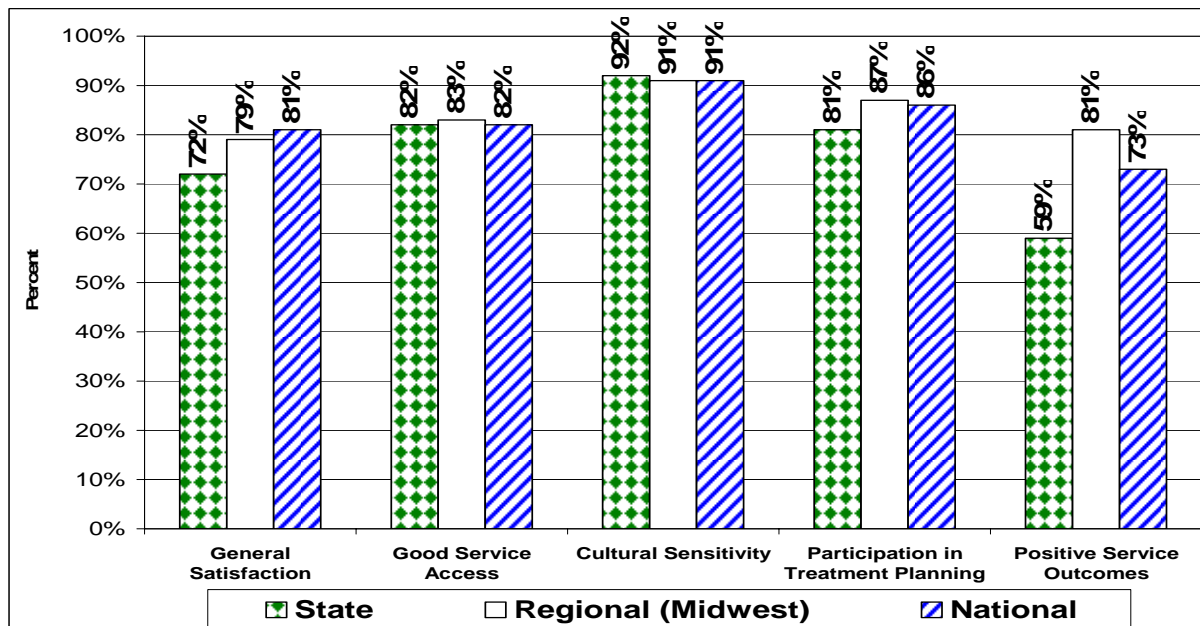
Results shown in Graphs 1 and 2 should be interpreted carefully due to the variety of methods used to collect data across participating states. While Indiana uses a telephone data collection method, which tends to result in slightly lower satisfaction scores, other states use a variety of methods, including in-person interviews (which give higher satisfaction results) and mailed surveys (which give satisfaction results similar to telephone interview results).

This year regional and phone results were available for the MHSIP survey, and results of both are shown in Graph 1 below. Note that the Midwest Region is comprised of Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin.

Graph 1. MHSIP Adult Survey, State, Regional, National, & Phone Method Scores



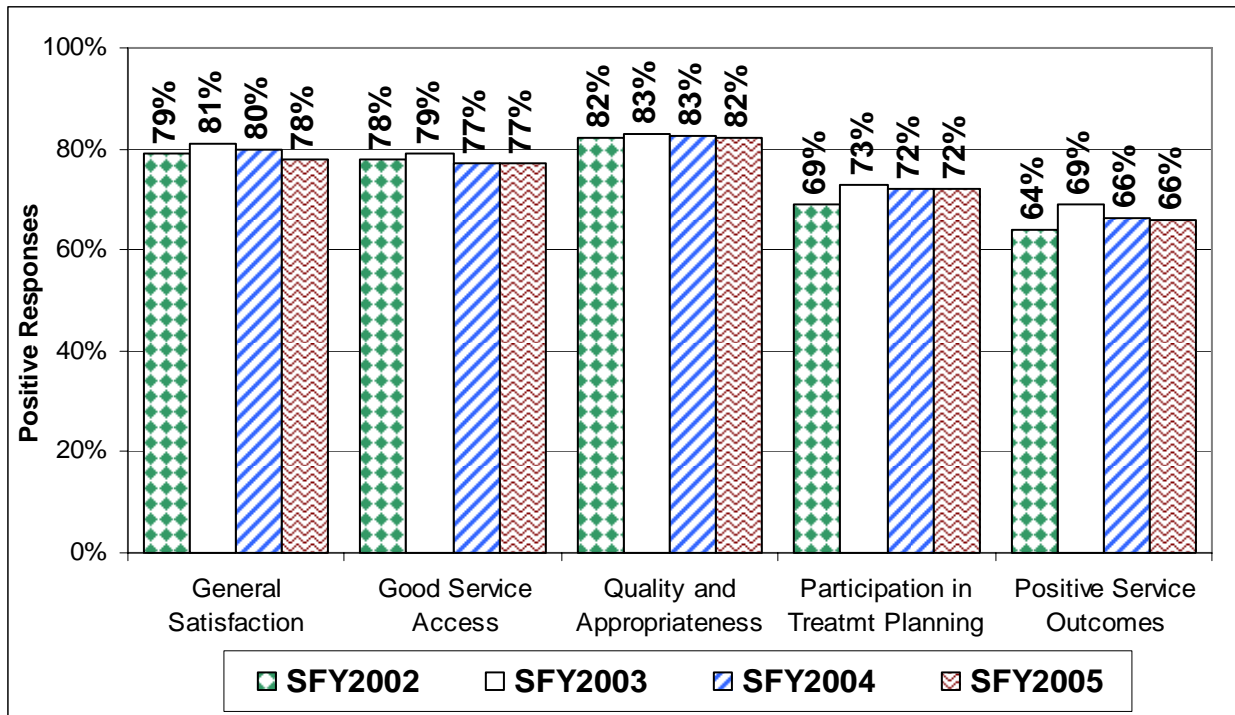
Graph 2. YSS-F Parent/Caretaker Survey, State, Regional, & National Scores



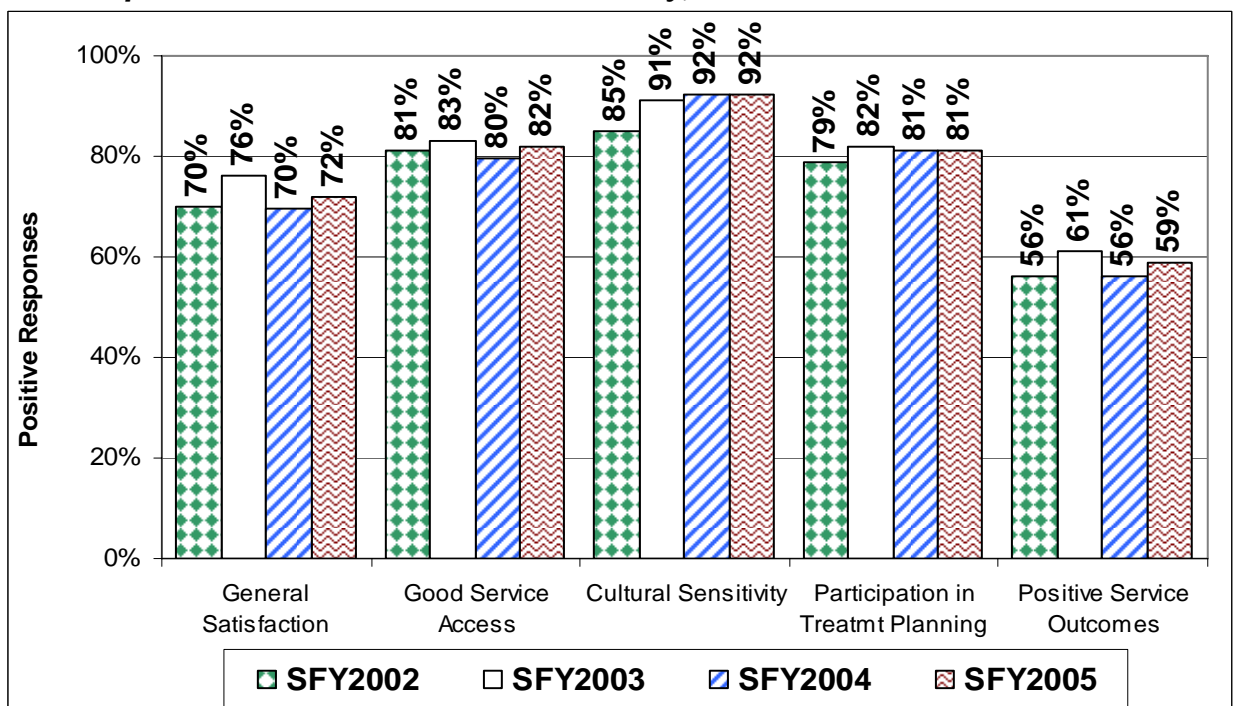
State Fiscal Year Scores Comparisons

This is the fourth year of the new Consumer Satisfaction Survey Report Card format. Graphs 3 and 4 below show the average scores for each of the four state fiscal years for each survey.

Graph 3. MHSIP Adult Survey, State Fiscal Years 2002 to 2005



Graph 4. YSS-F Parent/Caretaker Survey, State Fiscal Years 2002 to 2005



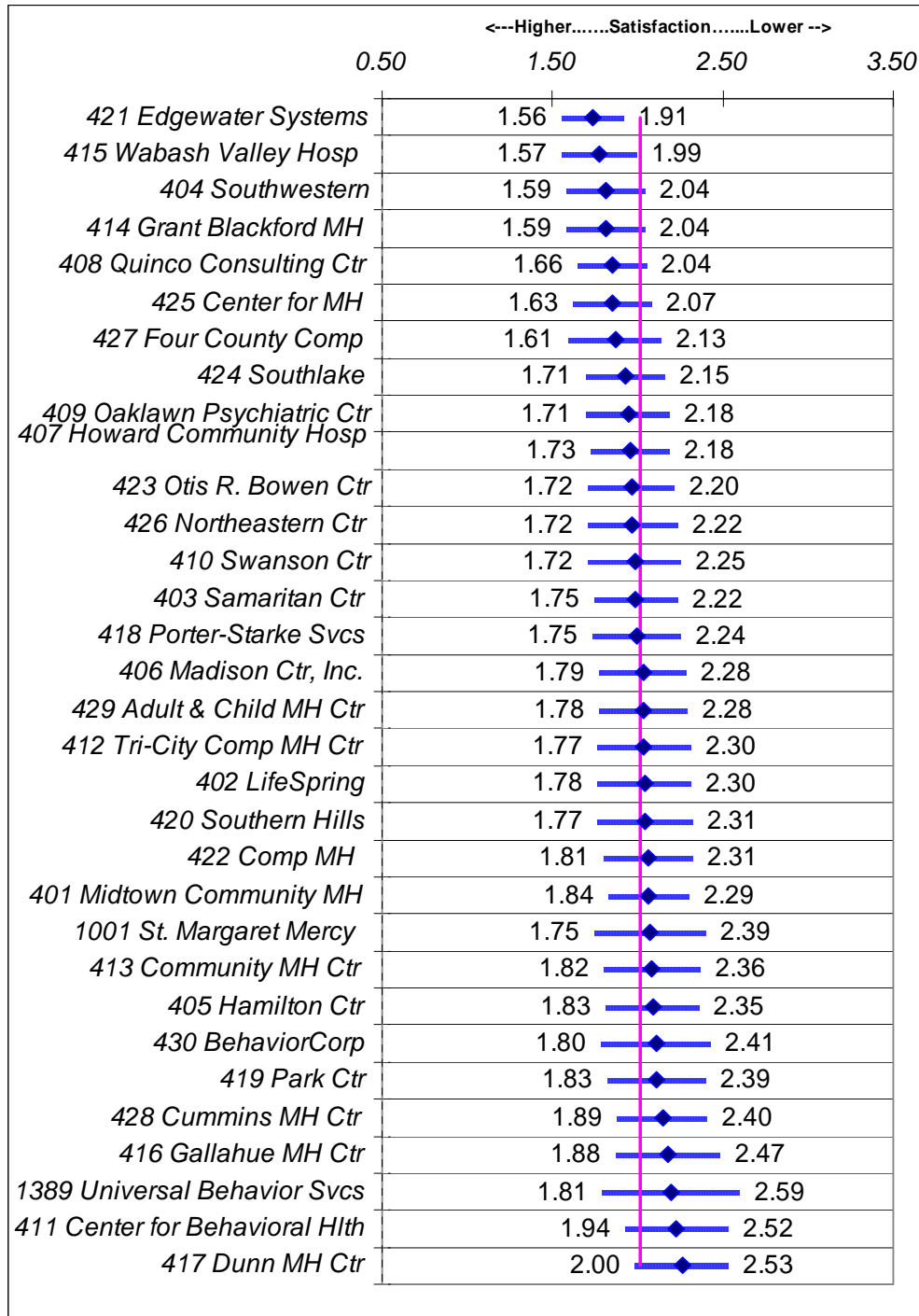
Understanding Graphs 5 through 14: Average Scores and Interval Scores

Graphs 5 through 9 on the following pages compare provider scores on the five MHSIP Adult Survey categories, which are General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, Positive Service Outcomes. Graphs 10 through 14 compare provider scores on the five YSS-F Parent/Caretaker Survey categories, which are General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, Positive Service Outcomes.

Statistical tests were performed to determine if there were any true statistical differences in consumer satisfaction among the service providers. Numbers in the graphs that are between 1 and 2.5 indicate consumer satisfaction, while numbers above 2.5 indicate consumer dissatisfaction. For example, Graph 5 shows Provider 404 as having scores of 1.59 to 2.04. These scores are between 1 and 2.5, indicating that adult consumers are satisfied on the General Satisfaction category.

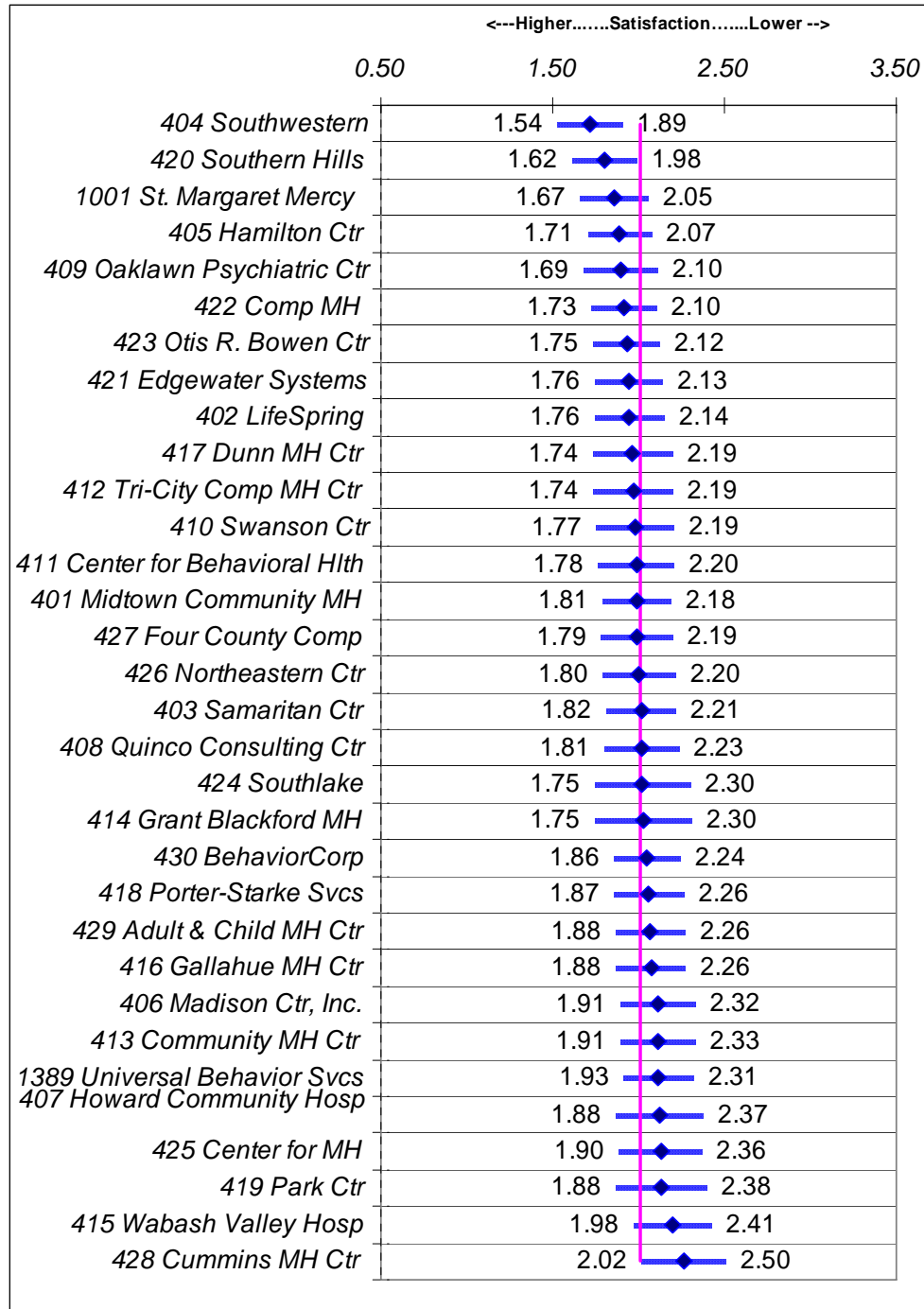
Diamond shapes (◆) indicate the average score (also referred to as the “mean” score), which can be found in Appendices 7 and 8. Diamond shapes further to the left indicate higher satisfaction.

Graph 5. MHSIP Adult Survey, General Satisfaction



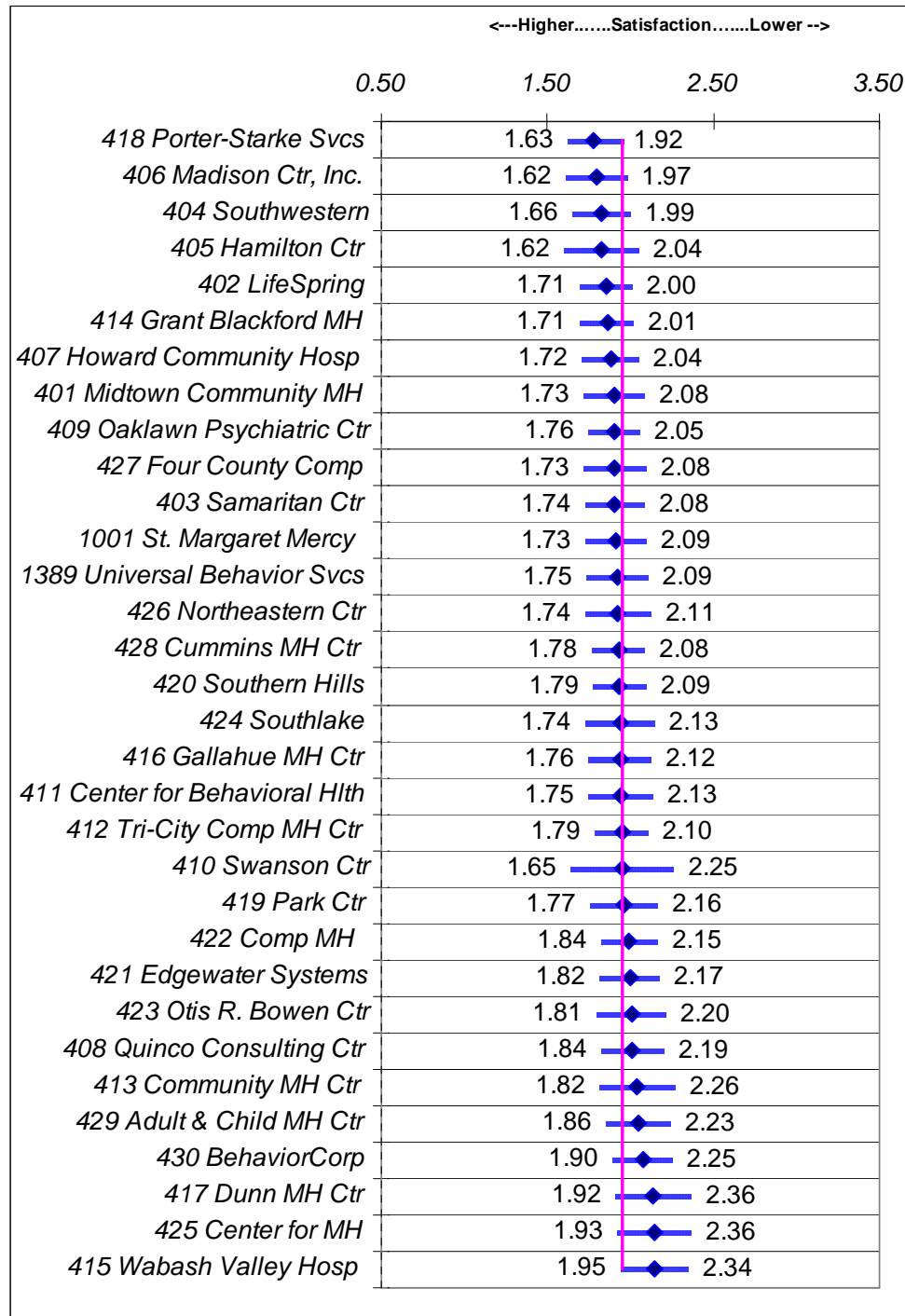
GRAPH SUMMARY: In general, adult consumers of mental health services are equally satisfied with the services they receive from any of the mental health care agencies. Statistically, adult consumers rated all providers the same on the General Satisfaction category. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found.

Graph 6. MHSIP Adult Survey, Good Service Access



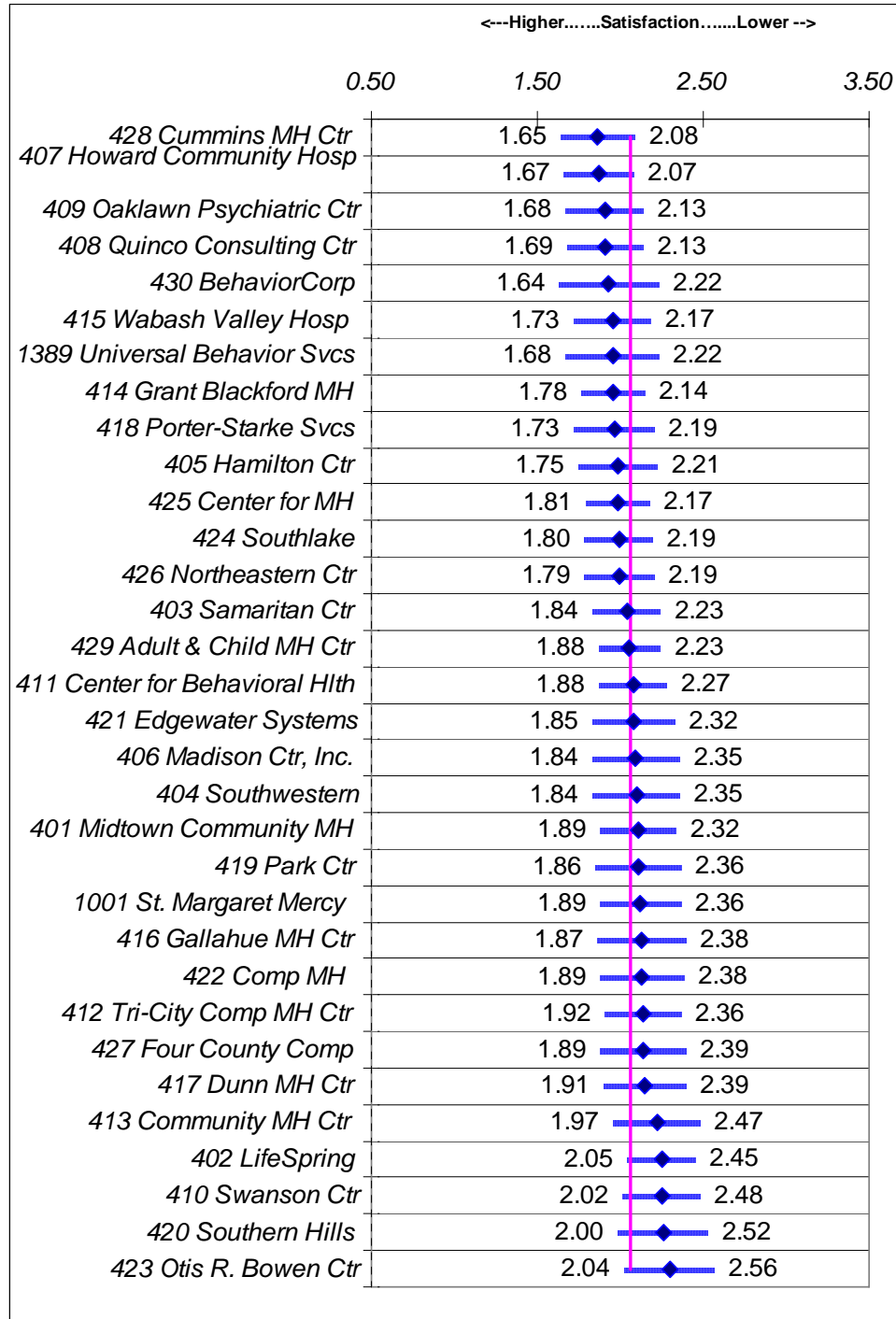
GRAPH SUMMARY: Adult consumers of mental health services are equally satisfied with the access to services provided at any of the mental health care agencies. Statistically, adult consumers rated all providers the same on Good Service Access satisfaction. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found.

Graph 7. MHSIP Adult Survey, Quality & Appropriateness



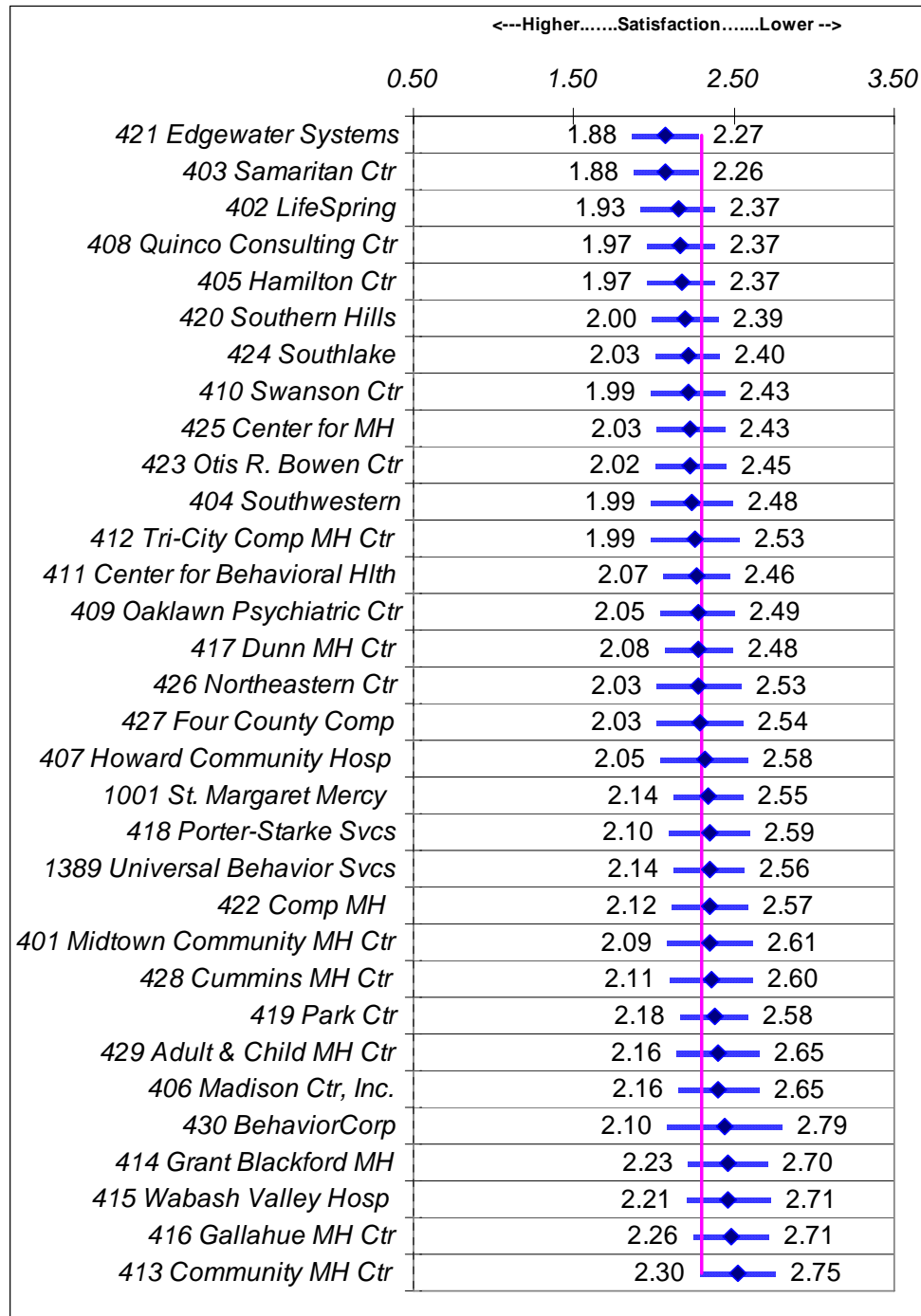
GRAPH SUMMARY: Adult consumers of mental health services are equally satisfied with the quality and appropriateness of services provided at any of the mental health care agencies. Statistically, adult consumers rated all providers the same on the Quality and Appropriateness satisfaction category. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found.

Graph 8. MHSIP Adult Survey, Participation in Treatment Planning



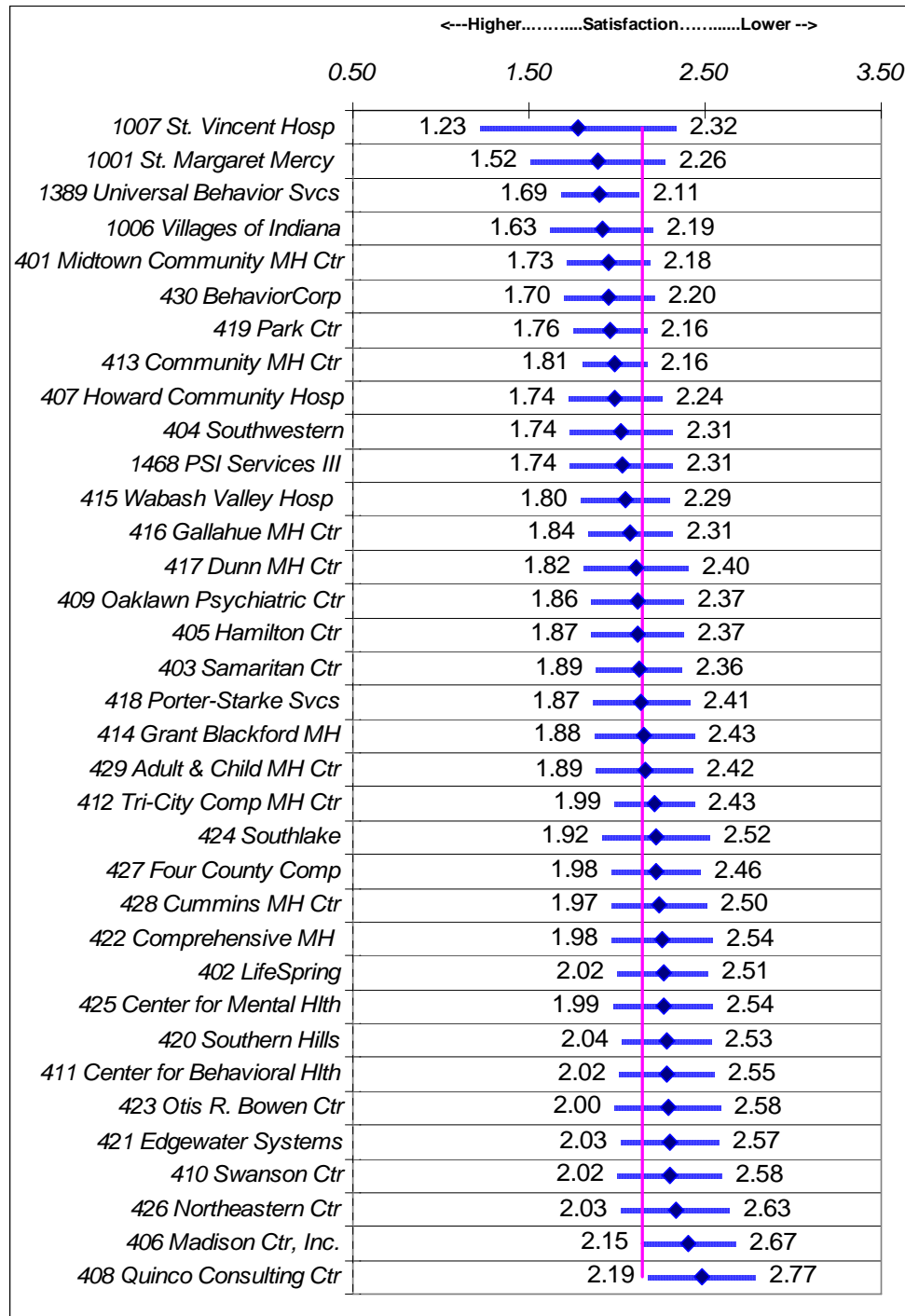
GRAPH SUMMARY: Adult consumers of mental health services are equally satisfied with their participation in treatment planning at mental health care agencies. Statistically, adult consumers rated all providers the same on the Participation in Treatment Planning satisfaction category. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found.

Graph 9. MHSIP Adult Survey, Positive Service Outcomes



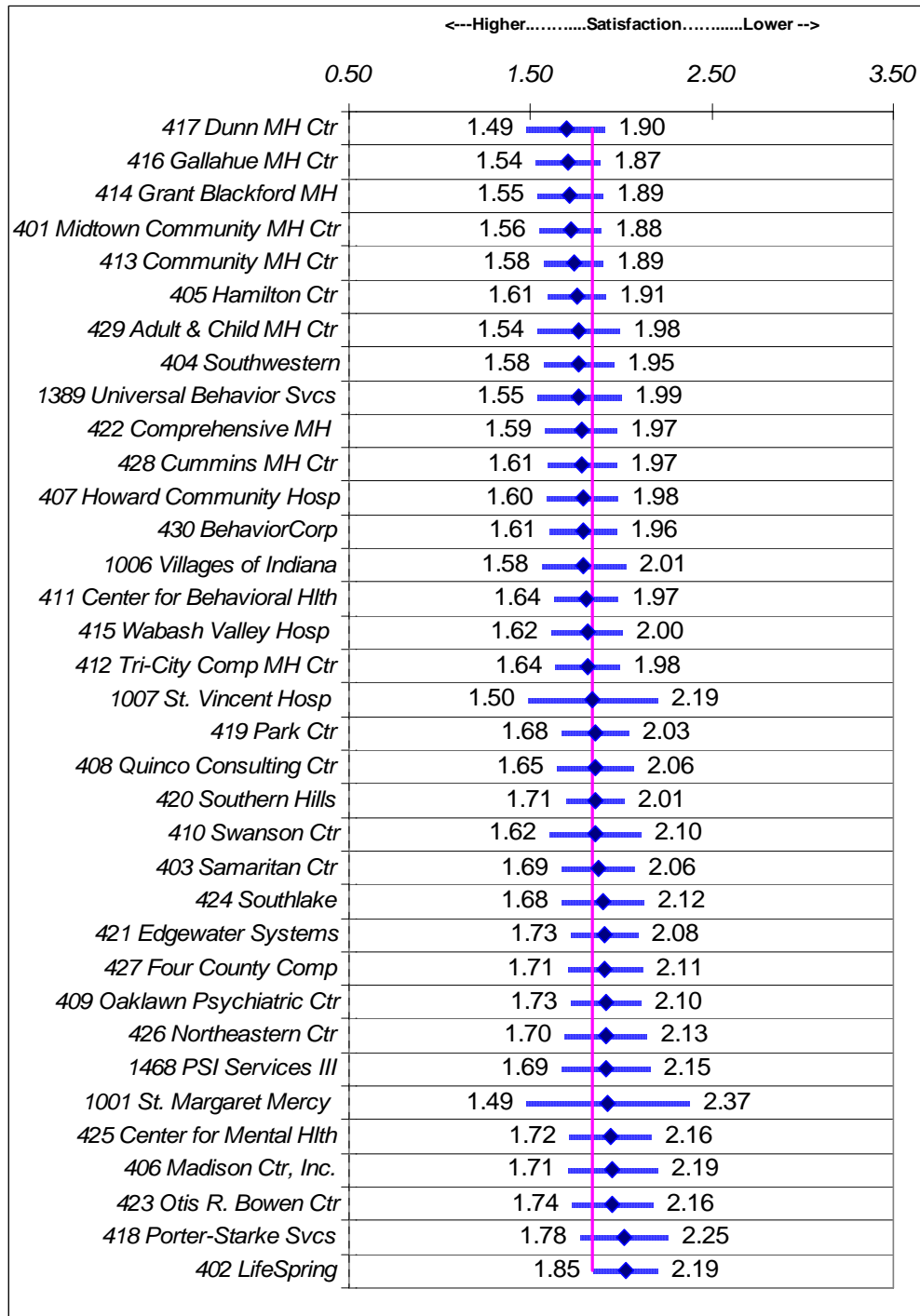
GRAPH SUMMARY: Adult consumers of mental health services are satisfied equally with outcomes at any of the mental health care providers. The overall satisfaction with outcomes could be higher, but these same results are also found in the Midwestern states and nationally. Statistically, adult consumers rated all providers the same on Positive Service Outcomes satisfaction. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found.

Graph 10. YSS-F Parent/Caretaker Survey, General Satisfaction



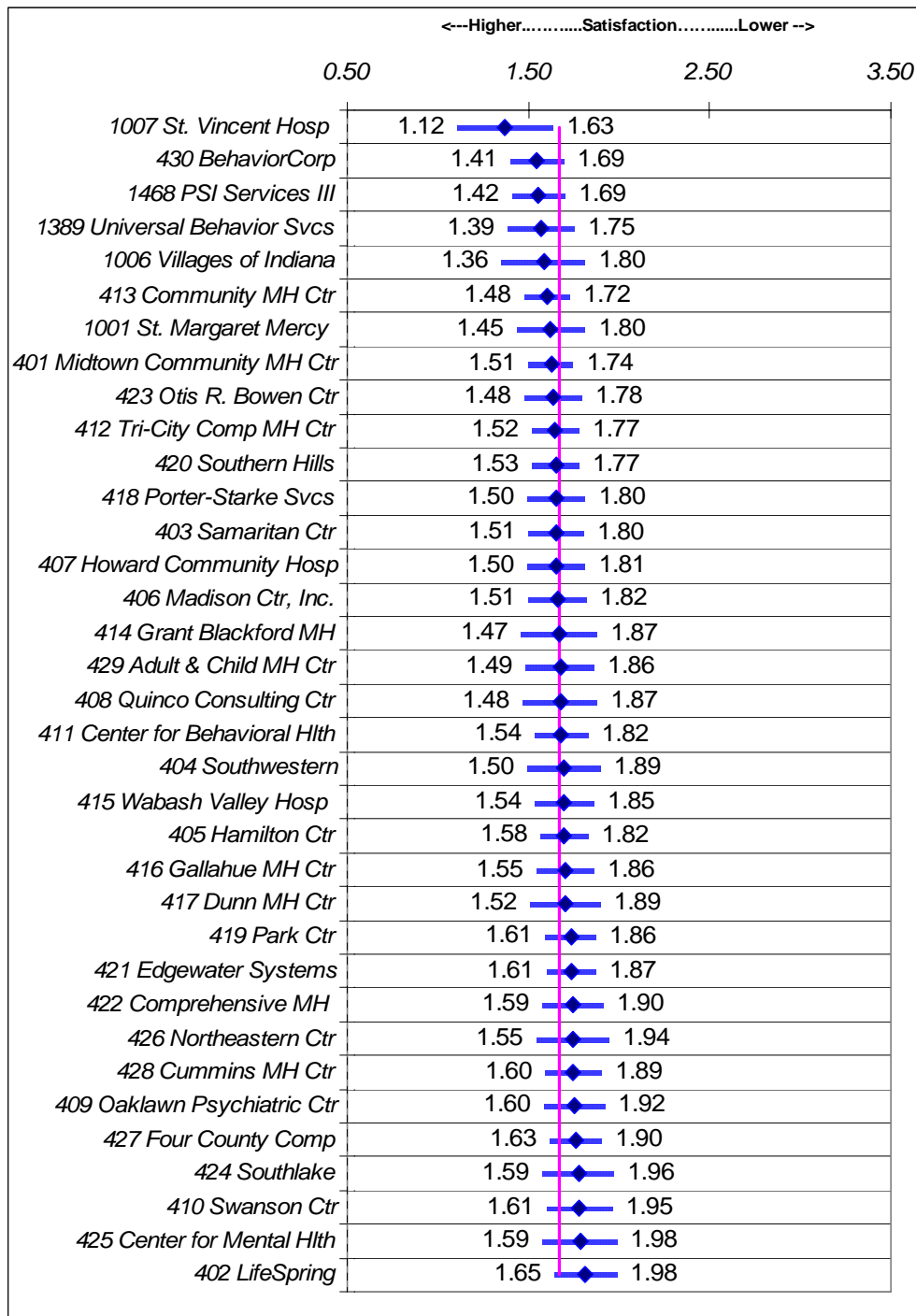
GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with services they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the General Satisfaction category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found

Graph 11. YSS-F Parent/Caretaker Survey, Good Service Access



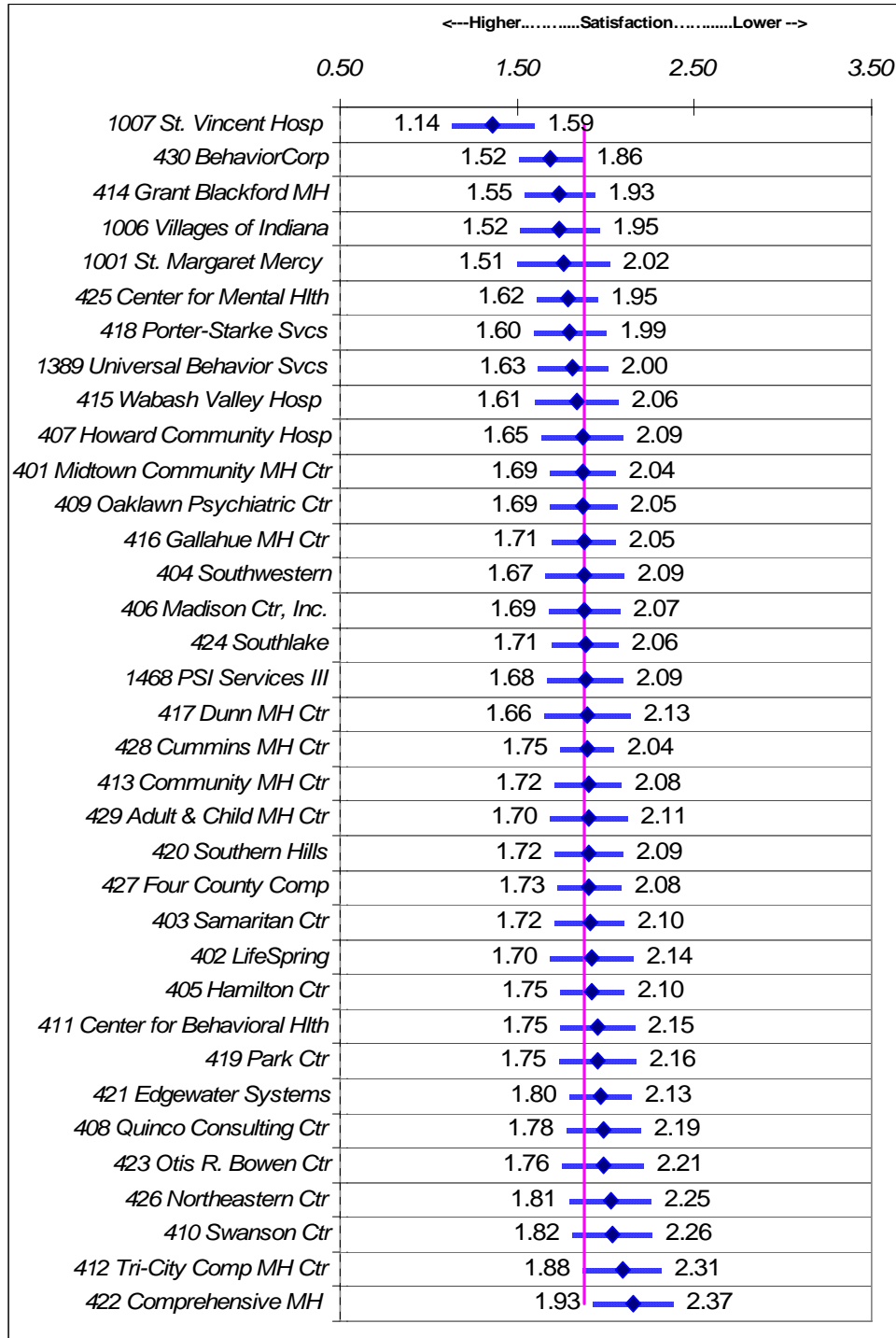
GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with the service access they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Good Service Access category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found

Graph 12. YSS-F Parent/Caretaker Survey, Cultural Sensitivity



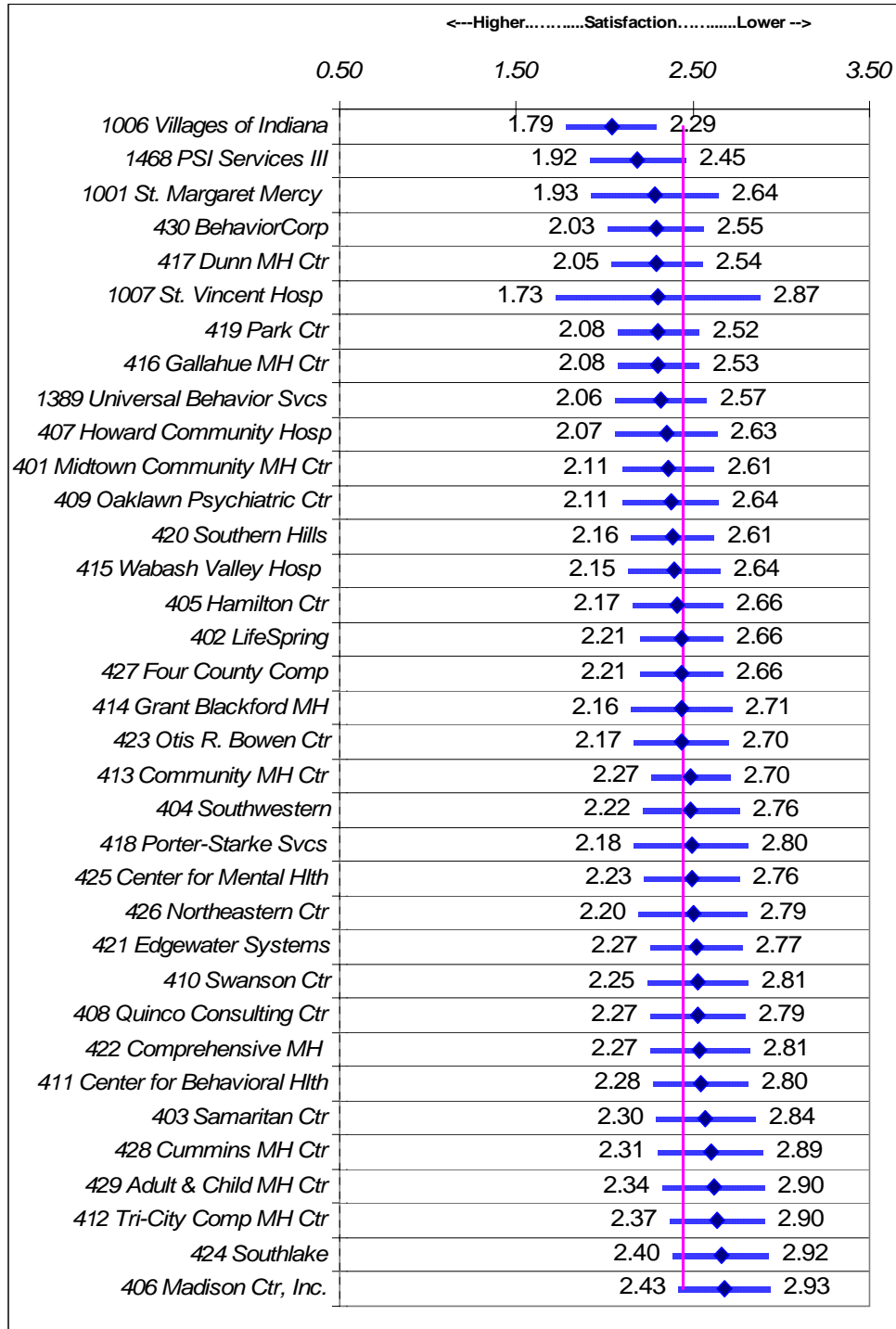
GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with cultural sensitivity they experience from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Cultural Sensitivity category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found

Graph 13. YSS-F Parent/Caretaker Survey, Participation in Treatment Planning



GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with the participation in treatment planning they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Participation in Treatment Planning category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found

Graph 14. YSS-F Parent/Caretaker Survey, Positive Service Outcomes



GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with service outcomes they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Service Outcomes category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found

Project Summary

This Consumer Satisfaction Survey Report Card for Hoosiers served in State Fiscal Year 2005 (July 1, 2004 to June 30, 2005) examines consumer satisfaction with mental health services provided by 37 state-contracted mental health care agencies in Indiana. Consumers surveyed were either adults with serious mental illness (SMI) or parents/caretakers of children and adolescents with serious emotional disturbance (SED) who were enrolled in the Hoosier Assurance Plan (HAP).

Indiana University Center for Survey Research (CSR) was contracted to perform this telephone survey of Indiana mental health consumers. Survey participants were a portion, or sample, of all the persons who received HAP services. Participants could refuse to participate in this survey and could refuse to answer any question in the survey.

Two well-developed, national-level survey instruments were used in this survey: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey (“MHSIP survey”) and the Youth Services Survey for Families (“YSS-F survey”), which collects data on parent/caretaker satisfaction with child/adolescent services. Currently, 47 states are using the MHSIP survey and 38 states are using the YSS-F survey. These survey data are used to fulfill Indiana’s Mental Health Block Grant reporting requirements, which helps ensure the receipt of over \$8 million dollars for adult and child mental health services. After final DMHA revisions to the data, there were 4,012 completed surveys; 2,006 for adults with Serious Mental Illness (SMI) and 2,006 for parents/caretakers of children/adolescents with Serious Emotional Disturbance (SED).

Just as was found last year, the “Participation in Treatment Planning” MHSIP adult survey category and the “Good Service Access” YSS-F parent/caretaker survey category may not give consistent results over repeated data measurements. Some caution should be used when interpreting any results of these categories. For example, no consumer satisfaction differences were found for either the MHSIP “Participation” category or the YSS-F “Good Access” category. This is interpreted to mean that all consumers were equally satisfied with all providers on these two categories. If these survey data are not measuring consistently, then this result may not be true and there may be some differences in consumer satisfaction.

The sample sizes were slightly improved over last year, and the survey results can be generalized to the larger populations served by providers. This means that the responses given by the consumers surveyed for this report are the same as responses that would be given by all consumers served at a given provider agency.

A variety of methods were used nationally to collect the MHSIP and YSS-F survey data. Telephone methods, like those used in Indiana, tend to result in lower scores. In general national MHSIP and YSS-F scores were higher than Indiana scores, but there were some areas where Indiana did better than or as well as certain types of scoring. In comparison with states in the same region as Indiana, Indiana averaged about the same in the MHSIP scores, but was below in the YSS-F scores. In the comparison with the phone methods, Indiana averaged about the same scores there as well. One bright spot was that Indiana did slightly better again in the YSS-F score for Cultural Sensitivity category than the regional and national scores.

In general, the MHSIP adult survey category results have stayed fairly stable across four State Fiscal Years (2002, 2003, 2004, and 2005) with all scores being no more than a point outside the range of the prior scores. On the YSS-F parent/caretaker survey, the SFY2005 scores, which are the focus of this report card, tended to be higher than or equal to the scores from SFY2004. The YSS-F scores appear to fluctuate more than the MHSIP scores. No statement can be made at this date about trends or changes in the survey scores. What is interesting about this data is that this was the first full year in which providers were able to respond to the changes in measurement that that occurred with the SFY 2002 report card. So far, no discernible trend has been detected.

Statistically, no providers of adult mental health services were found to be different from each other in terms of consumer satisfaction. Parents/caretakers of children and adolescents with SED did not indicate any statistical differences in their provider satisfaction

Individual Provider Graphs

In the section that follows, each service provider has one page that summarizes the results of the MHSIP adult survey and the YSS-F parent/caretaker survey (if appropriate). The individual provider results are compared to state and national scores. Because national scores are composed of the total percentage of positive responses received in the surveys, the results for the Indiana service providers are presented in the same way. Each survey has multiple questions that are aggregated into five categories, as explained in the “Project Methods” section of this report, and each provider graph reflects those five categories.

Adult and Child Mental Health Center, Inc.

429

8320 Madison Avenue

Indianapolis, IN 46227

(317) 882-5122

CEO

Mr. A. Robert Dunbar

Contact Person

Jean Schlosser

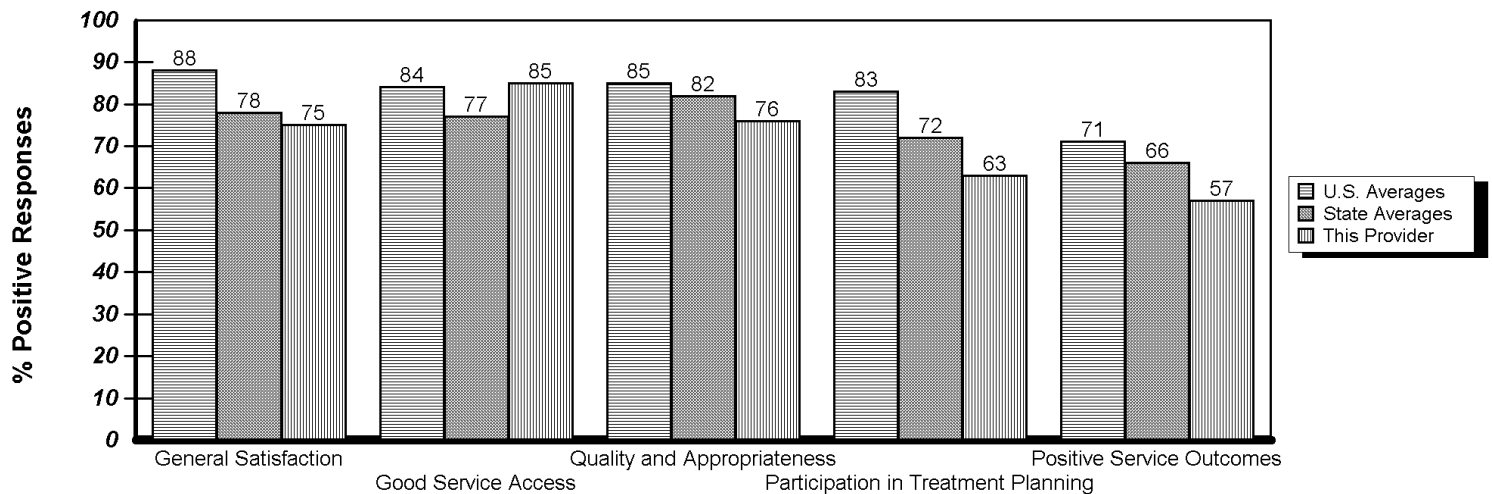
Dir. Quality Improvement

Phone: (317) 882-5122

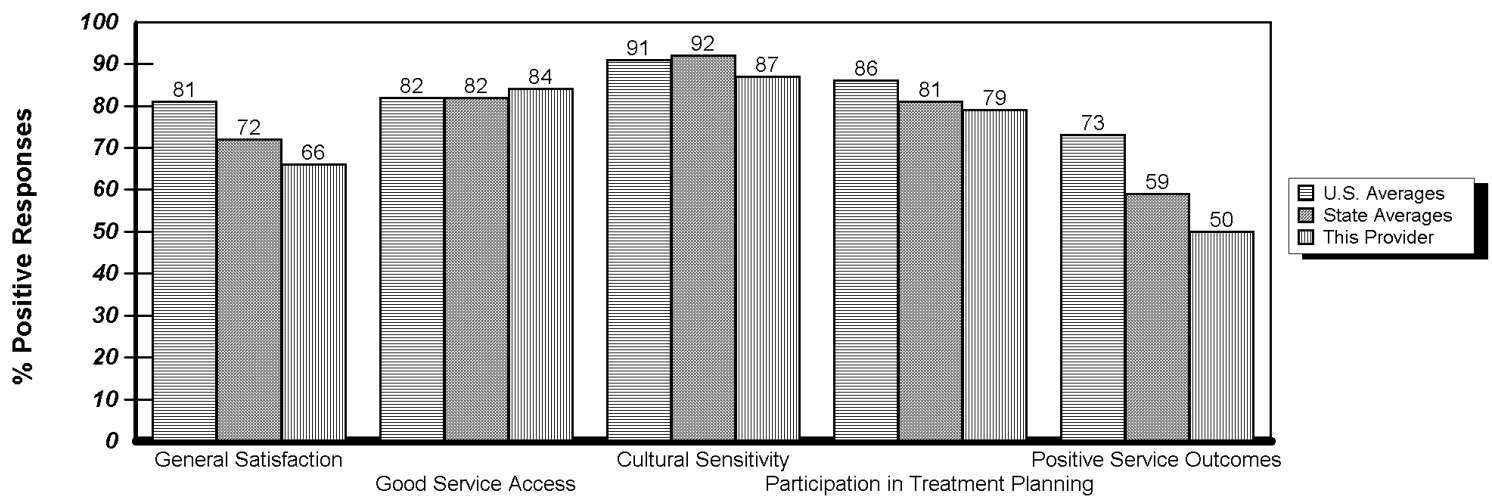
Fax: (317) 888-8642

Email: jschlosser@adultandchild.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

BehaviorCorp, Inc.

430

697 Pro-Med Lane

Carmel, IN 46032-5323

(317) 587-0500

CEO

Mr. Larry Burch

Contact Person

Jeff Davis

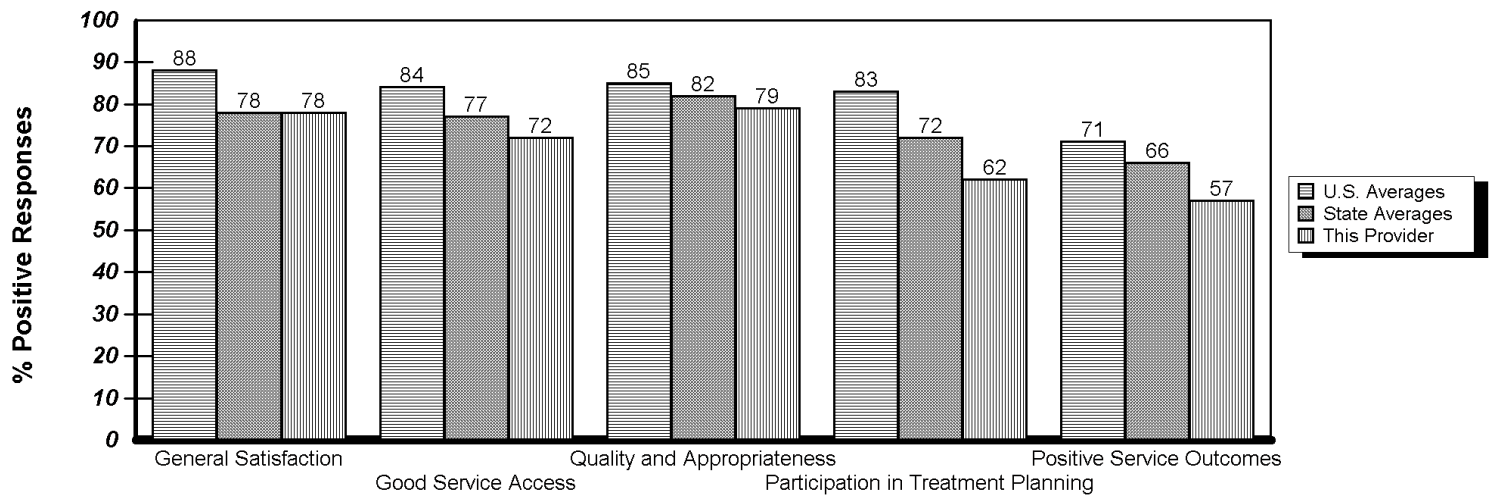
Assoc. Dir. Clinical Prog

Phone: (317) 587-0546

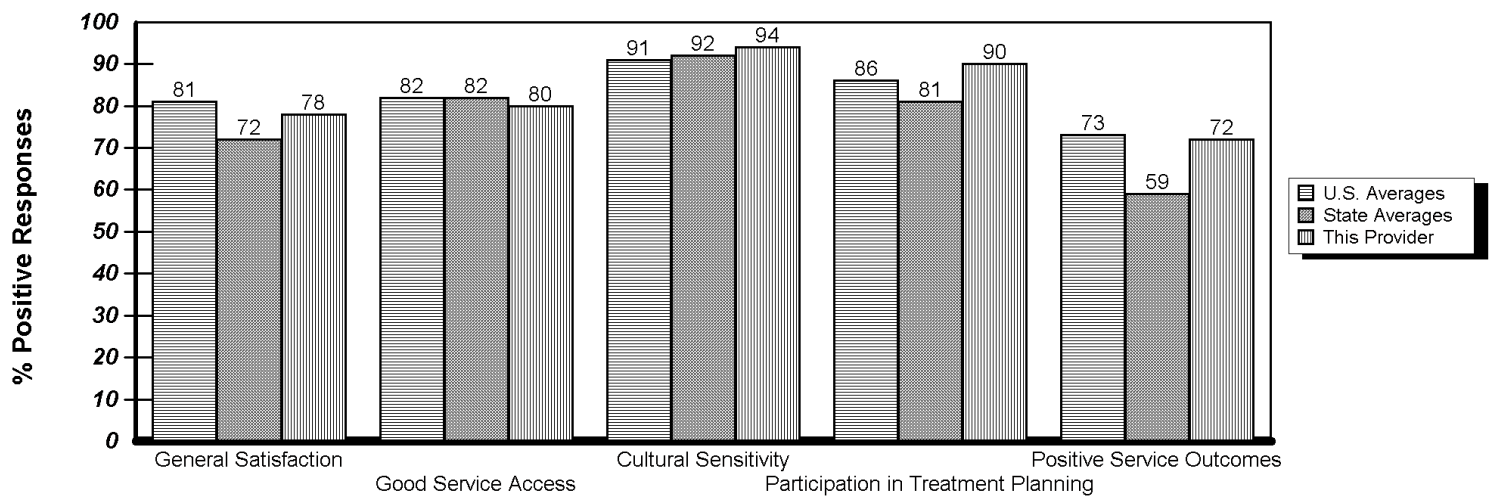
Fax: (317) 574-1234

Email: jdavis@behaviorcorp.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Center for Behavioral Health

411

645 South Rogers

Bloomington, IN 47403

(812) 339-1691

CEO

Dr. Dennis P. Morrison PHD

Contact Person

Linda Lumsden

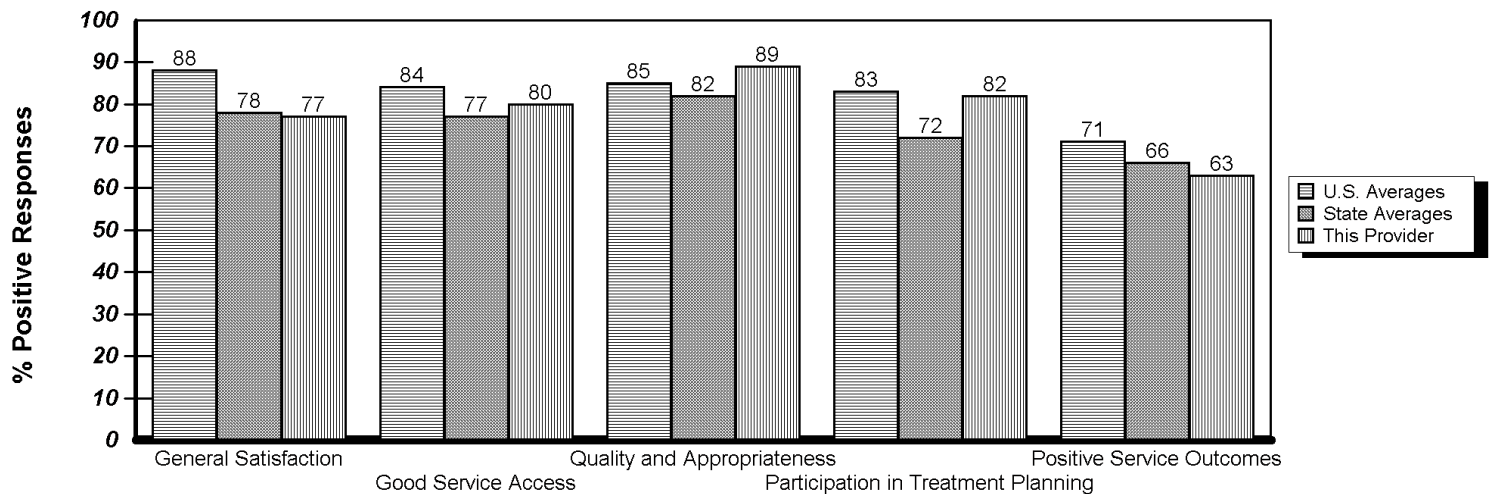
QI Manager

Phone: (812) 337-2343

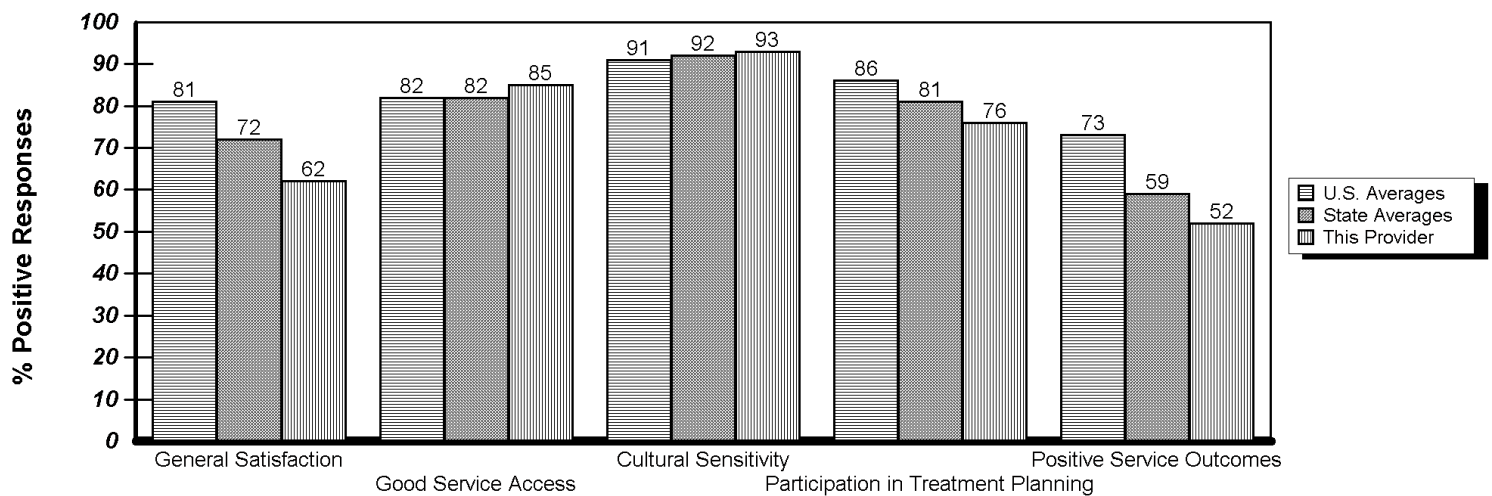
Fax: (812) 337-2438

Email: llumsden@the-center.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Center for Mental Health, Inc.

425

1100 Broadway

Anderson, IN 46012

(765) 649-8161

CEO

Mr. Richard DeHaven

Contact Person

Barbara Scott

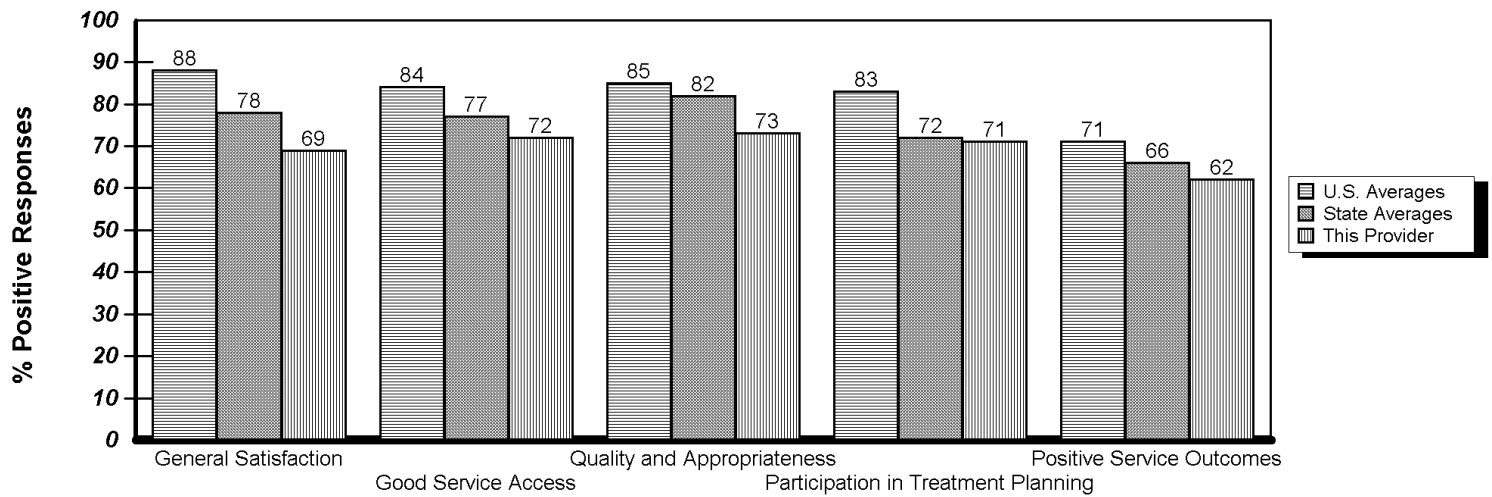
Chief Operating Officer

Phone: (765) 649-8161

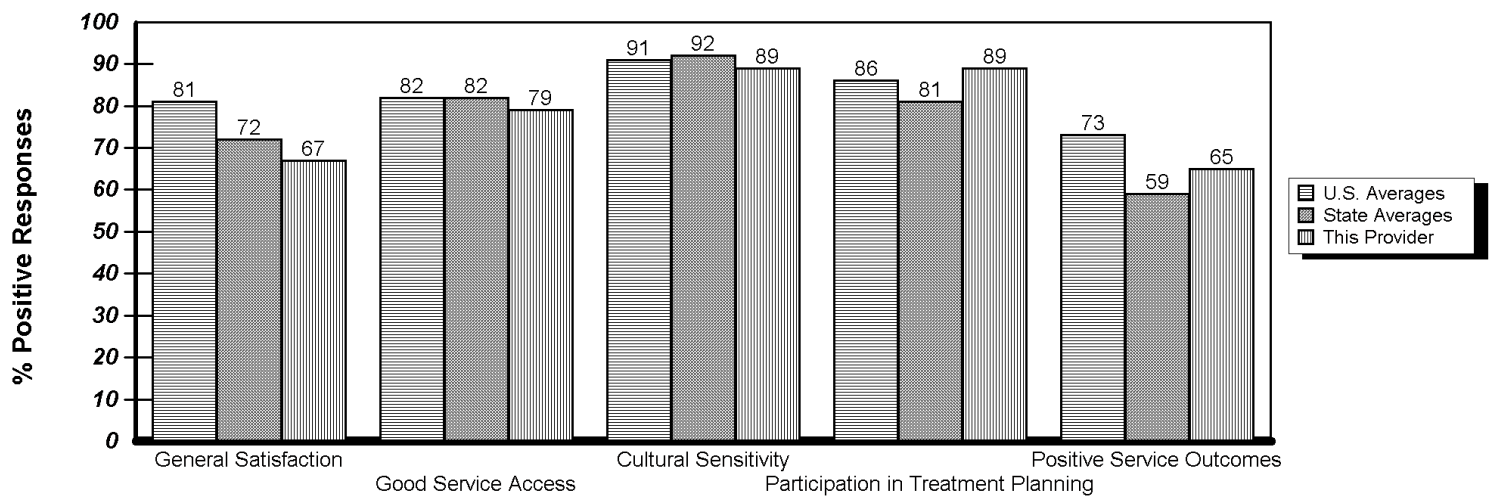
Fax: (765) 641-8238

Email: scottb@cfmh.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Children's Bureau of Indianapolis, Inc.

1009

615 North Alabama Street #426

Indianapolis, IN 46204

(317) 264-2700

CEO

Mr. Ron Duke Carpenter

Contact Person

Andrea Massey

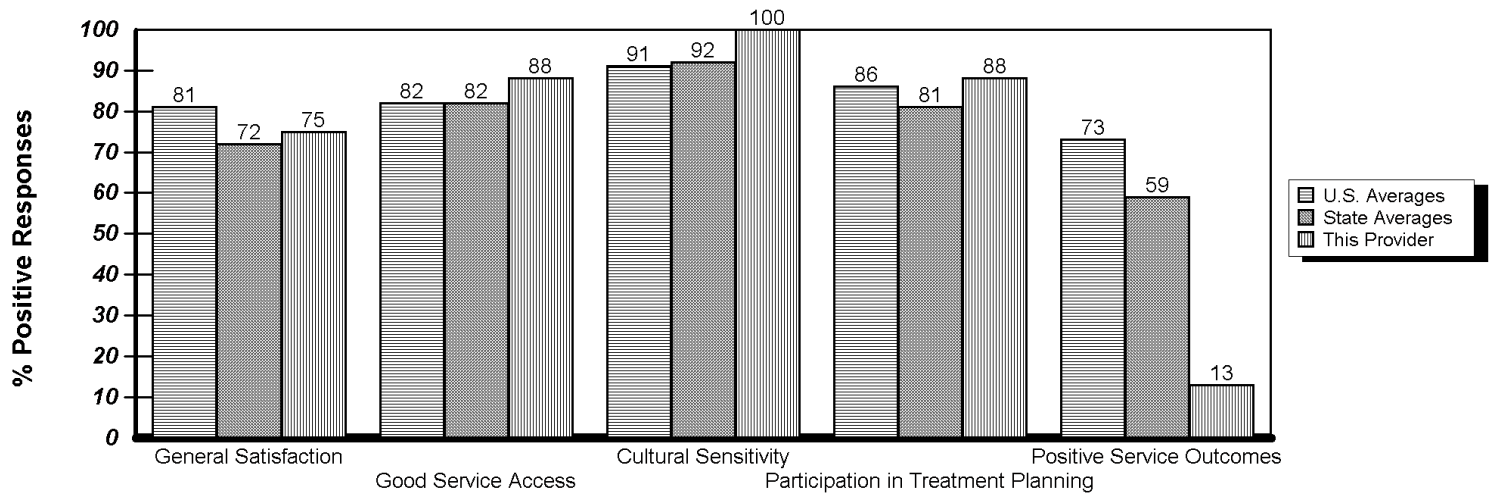
CSDS Data Coordinator

Phone: (317) 264-2700

Fax: (317) 264-2714

Email: anassey@childrensbureau.org

Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Community Mental Health Center, Inc.

413

285 Bielby Road

Lawrenceburg, IN 47025

(812) 532-3400

CEO

Mr. Joseph D. Stephens

Contact Person

Tom Talbot

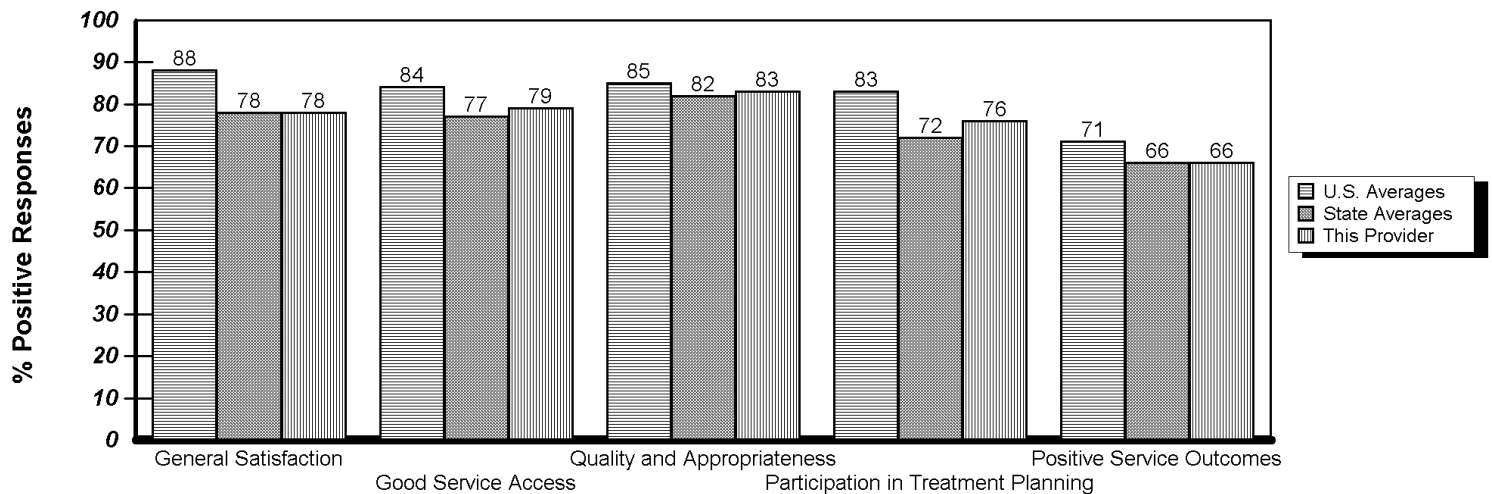
Dir. of Perf. Improvement

Phone: (812) 537-1302

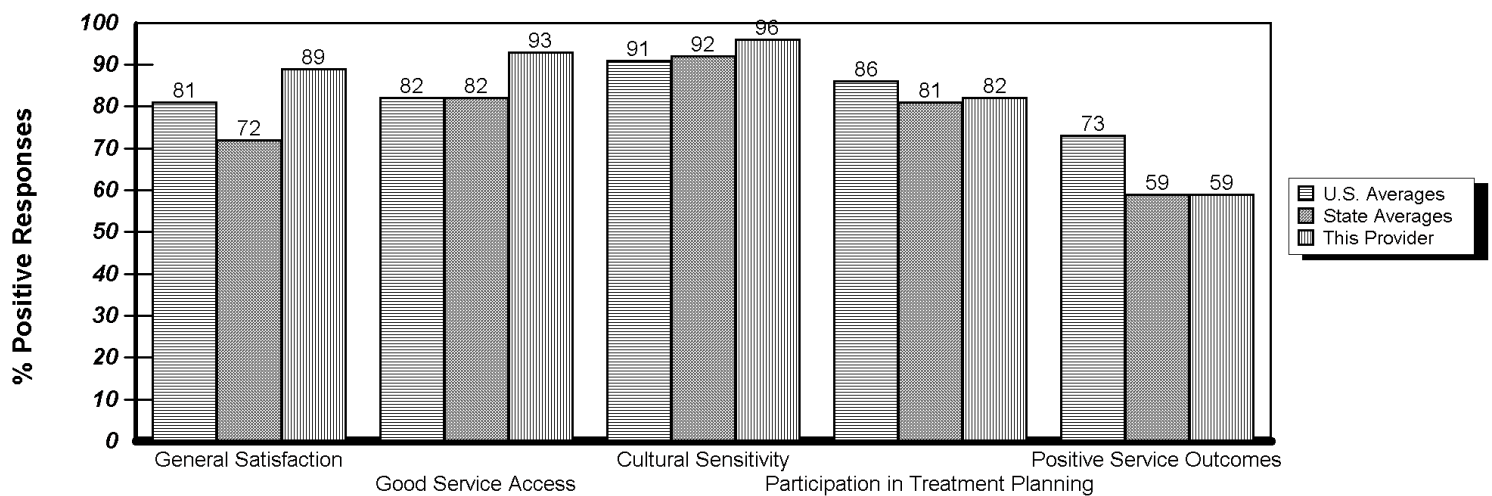
Fax: (812) 537-0194

Email: iopdir@cmhcinc.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Cummins Behavioral Health Systems, Inc.

428

6655 East U.S. 36

Avon, IN 46123

(317) 272-3330

CEO

Ms Ann Borders

Contact Person

Doris Ryan

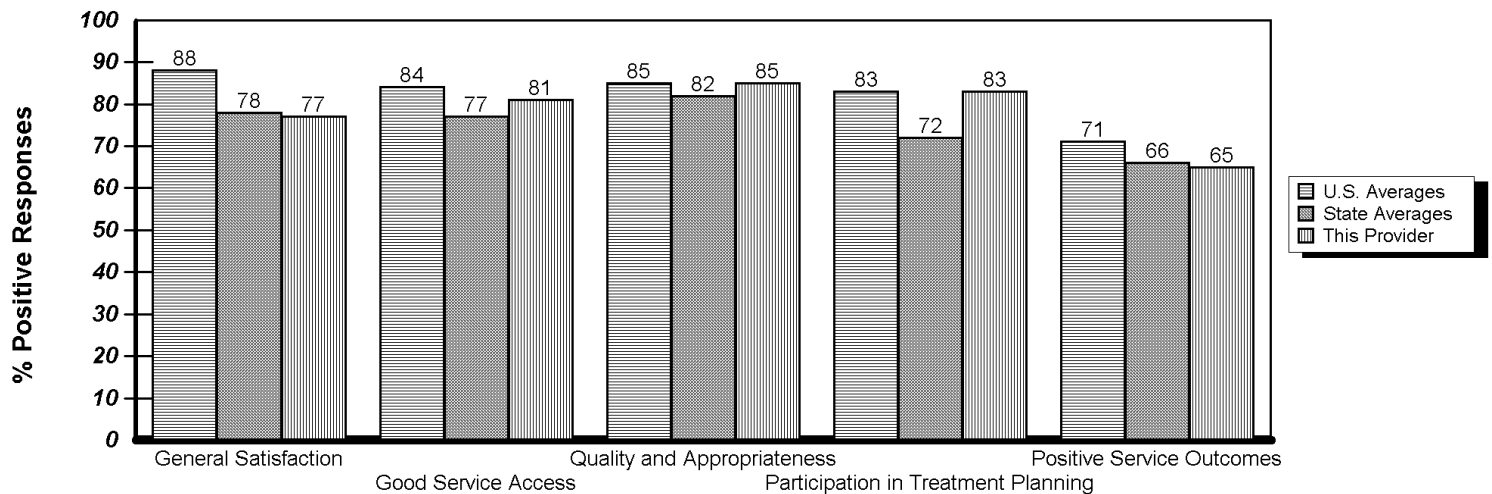
Dir. of County Operations

Phone: (317) 272-3330

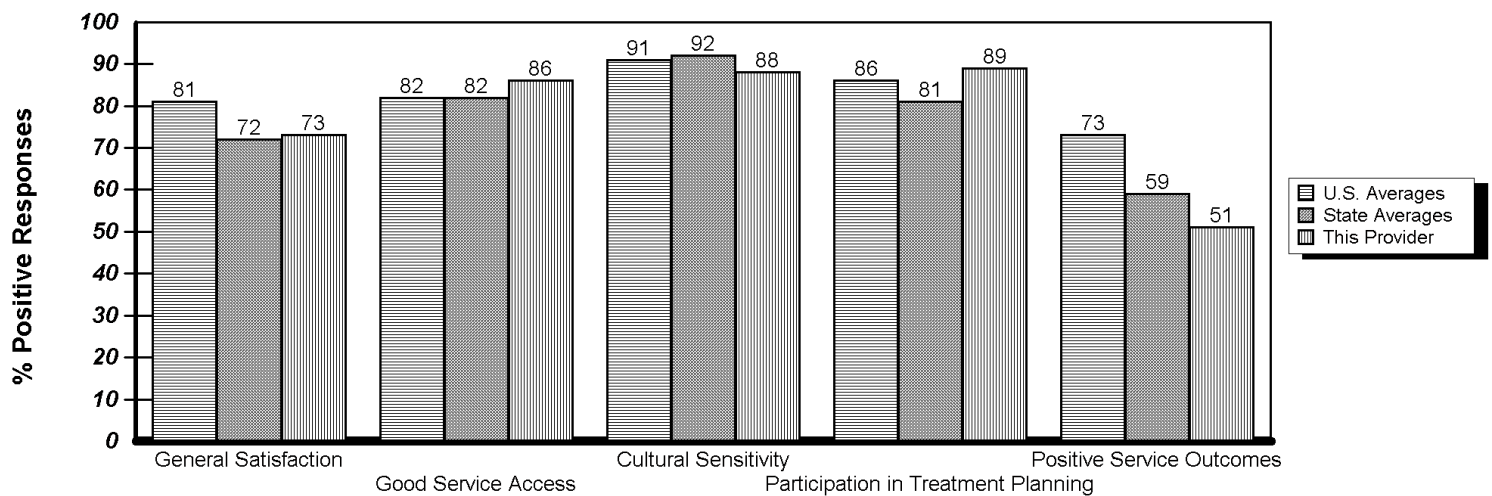
Fax: (317) 272-3331

Email: dryan@cumminsbhs.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Dunn Mental Health Center, Inc.

417

630 East Main Street, 2nd Fl

Richmond, IN 47374

(765) 983-8005

CEO

Dr. Kathryn Whittington PHD

Contact Person

Clare Bond

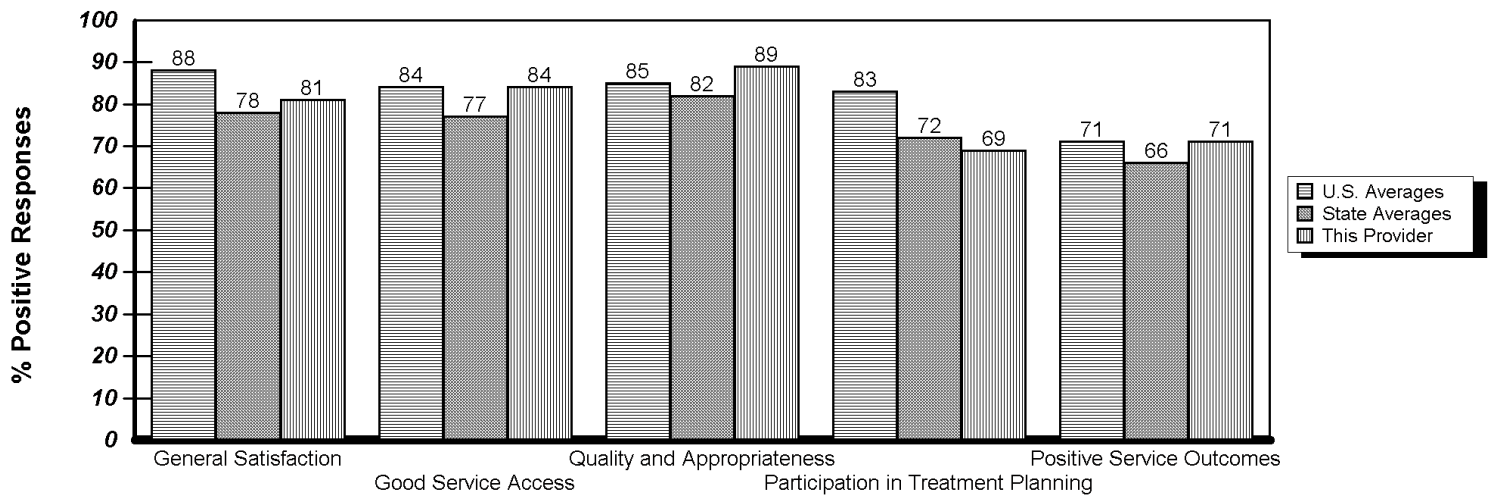
Product Development Chief

Phone: (765) 983-8005

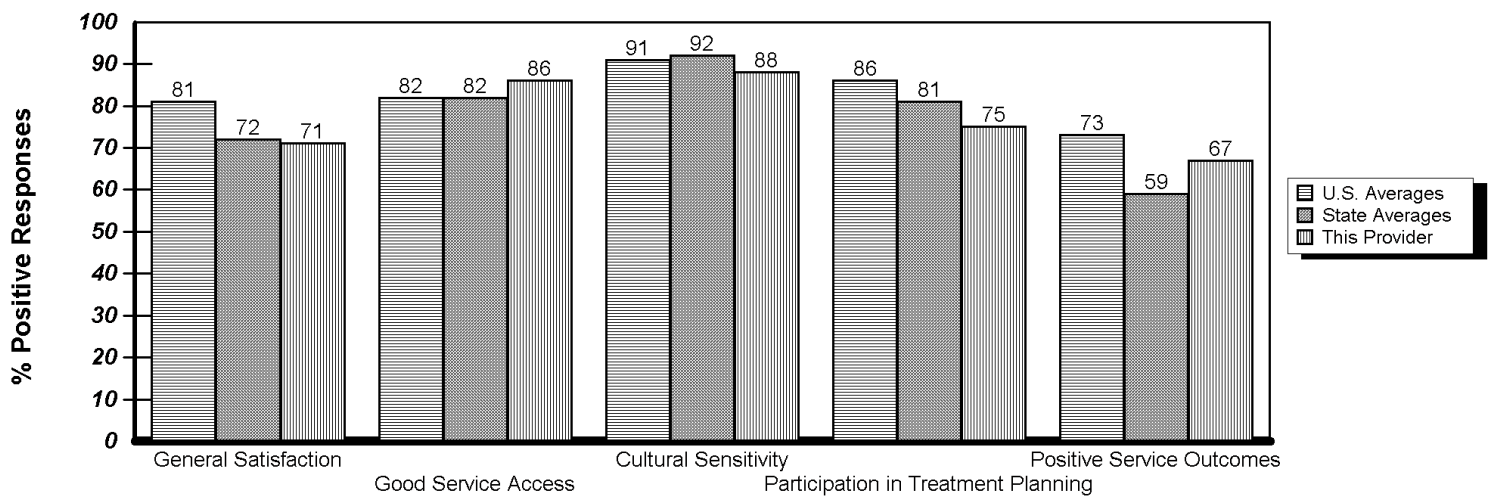
Fax: (765) 983-8019

Email: clare@dunncenter.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Edgewater Systems For Balanced Living, Inc.

421

1100 West 6th Avenue

Gary, IN 46402-1711

(219) 885-4264

CEO

Dr. Danita Johnson-Hughes PHD

Contact Person

Ashvin Sheth

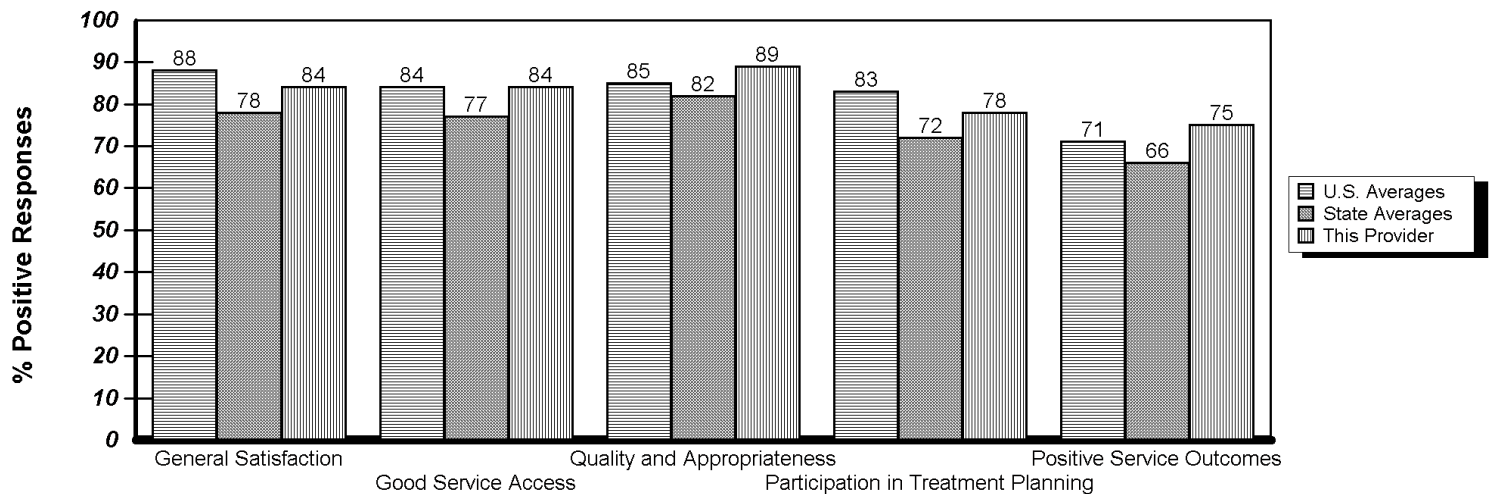
VP Clinical Services

Phone: (219) 885-4264 Ext. 2470

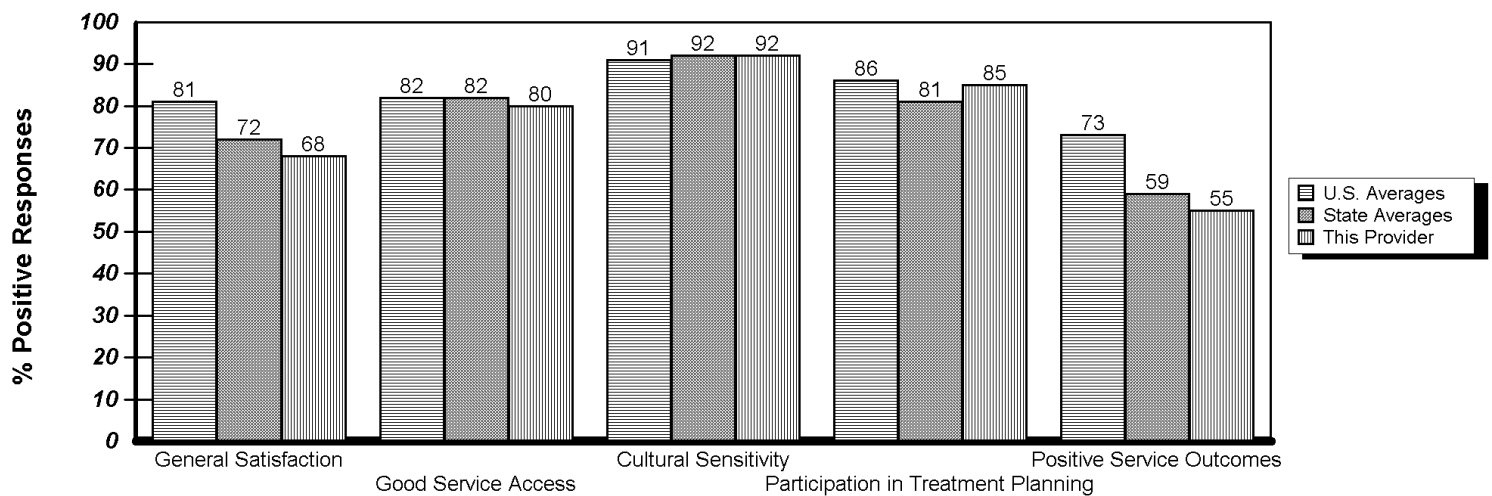
Fax: (219) 882-7517

Email: asheth@edgewaterSystems.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Four County Counseling Center

427

1015 Michigan Avenue

Logansport, IN 46947

(574) 722-5151

CEO

Mr. Lawrence R. Ulrich

Contact Person

Darla Powlen

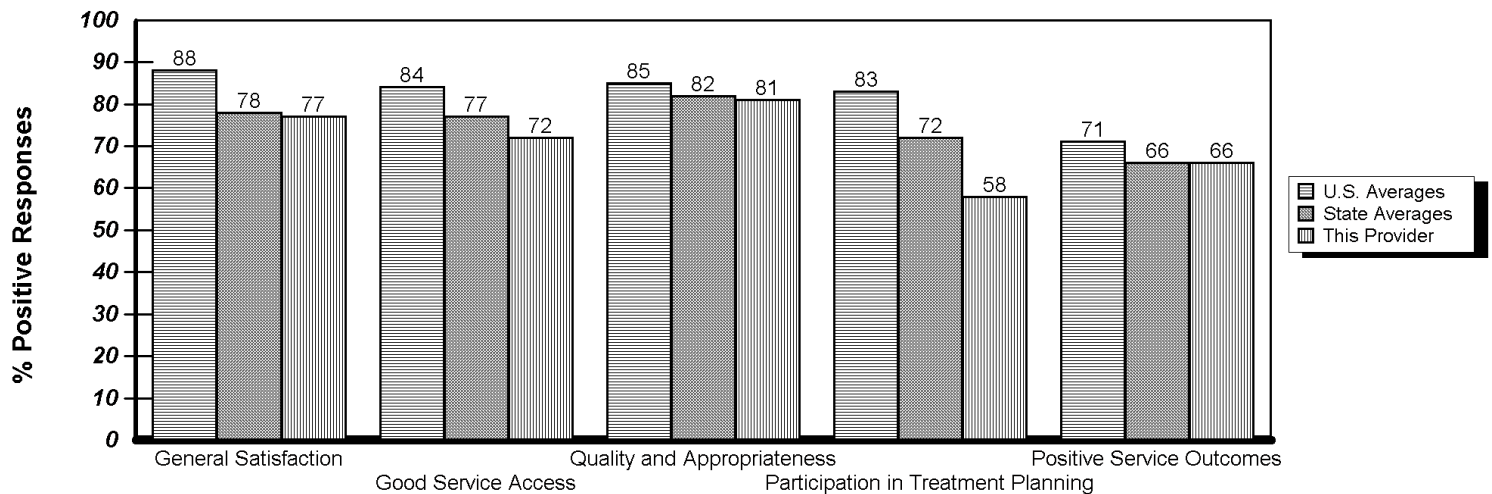
Medical Dir. Asst.

Phone: (574) 722-5151 Ext. 345

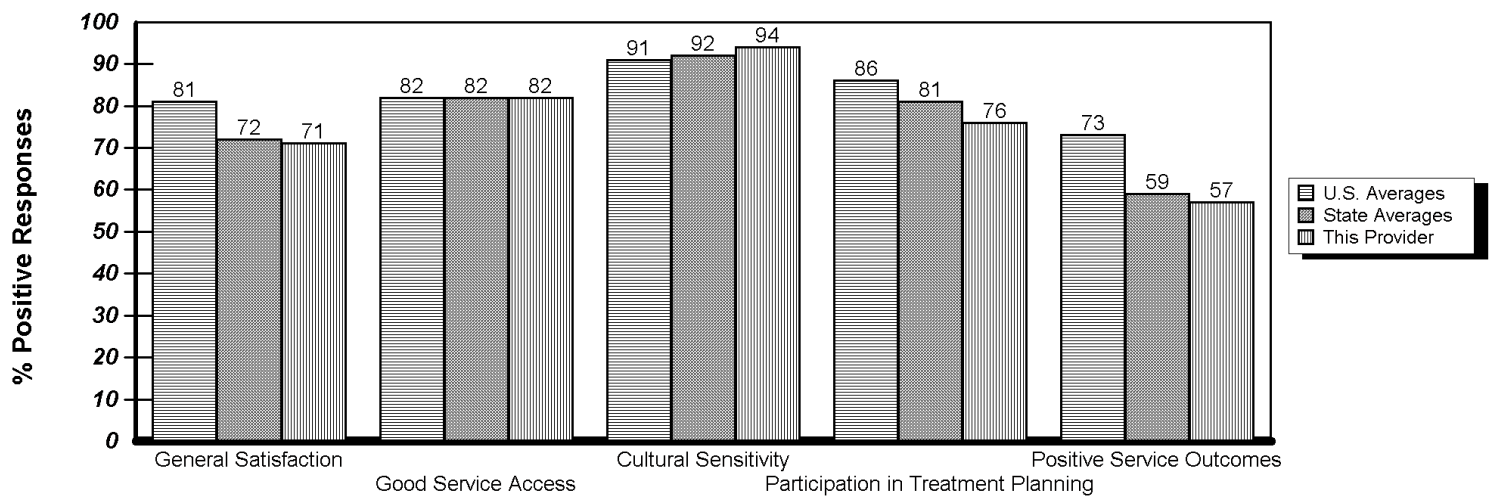
Fax: (574) 722-9523

Email: dpowlen@fourcounty.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Gallahue Mental Health Center

416

6950 Hillsdale Court
Indianapolis, IN 46250
(317) 621-7600

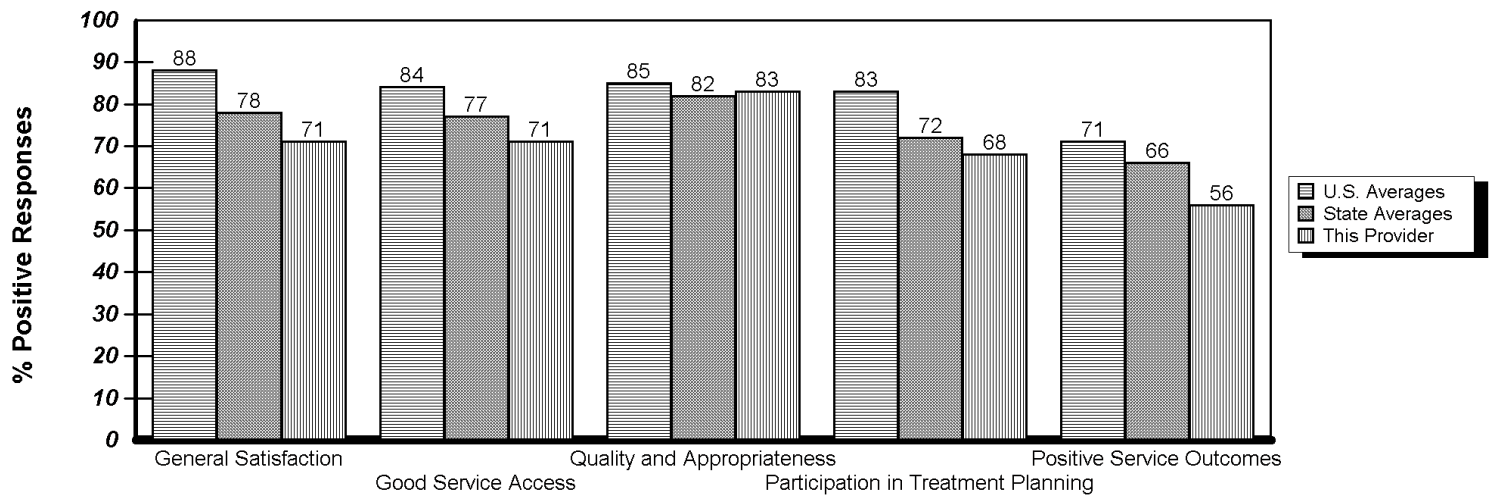
CEO

Dr. Eric Crouse PHD

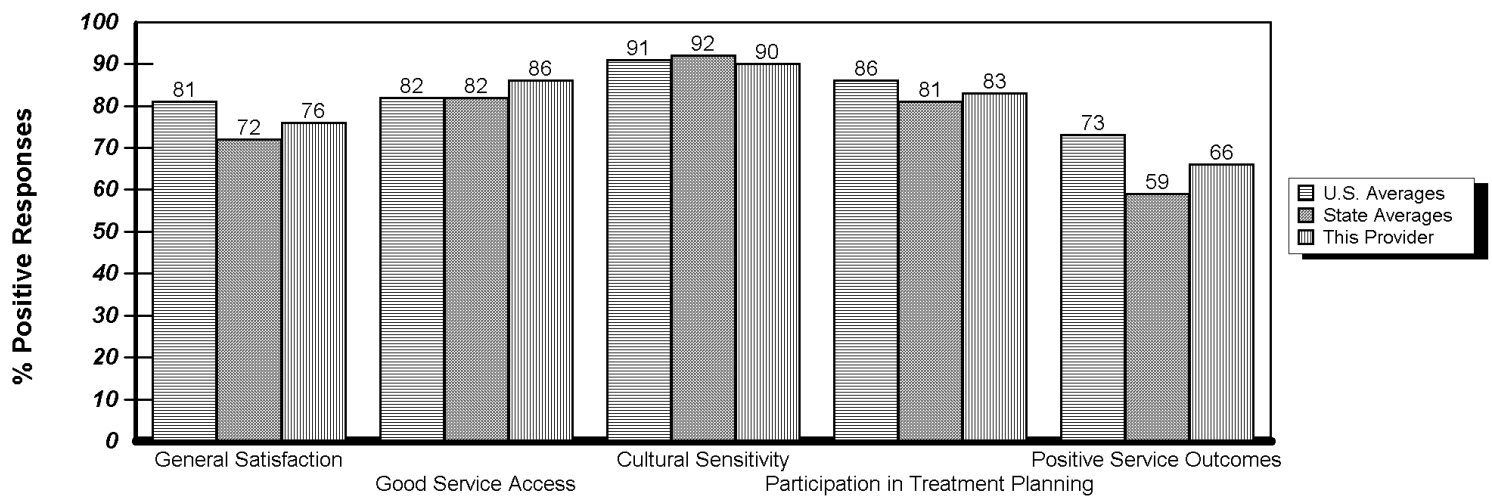
Contact Person

Kim Walton and Addie Tea
Service Line Managers
Phone: (317) 621-7600
Fax: (317) 621-7608

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Grant Blackford Mental Health, Inc.

414

505 Wabash Avenue

Marion, IN 46952

(765) 662-3971

CEO

Mr. Paul G. Kuczora

Contact Person

Kathy Adams

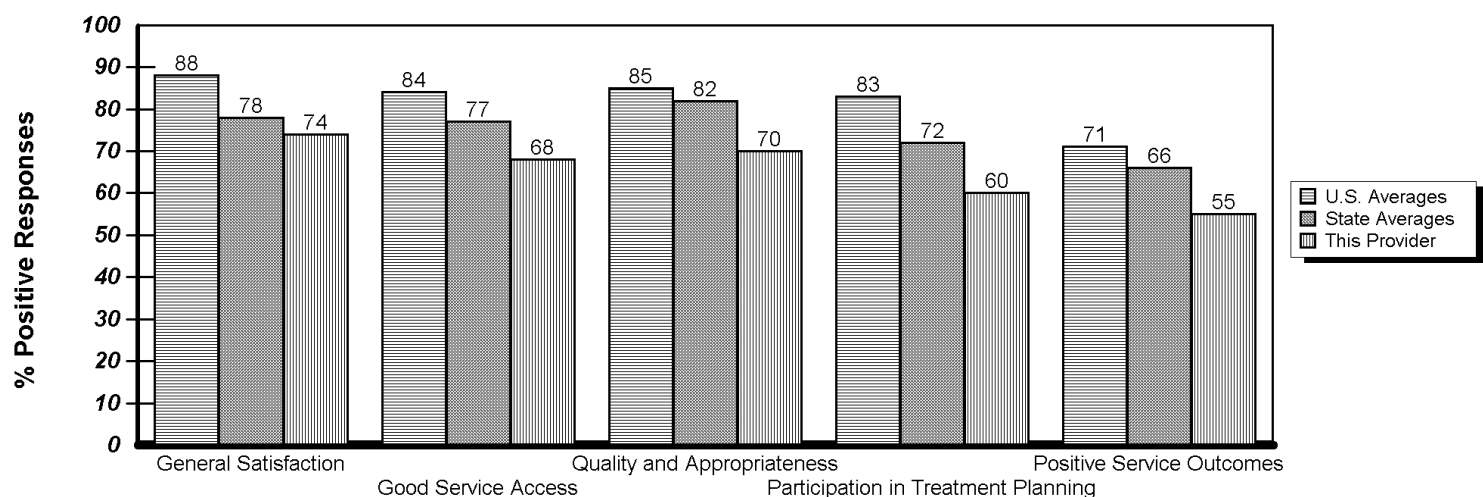
Consumer Contact

Phone: (765) 662-3971 Ext. 1279

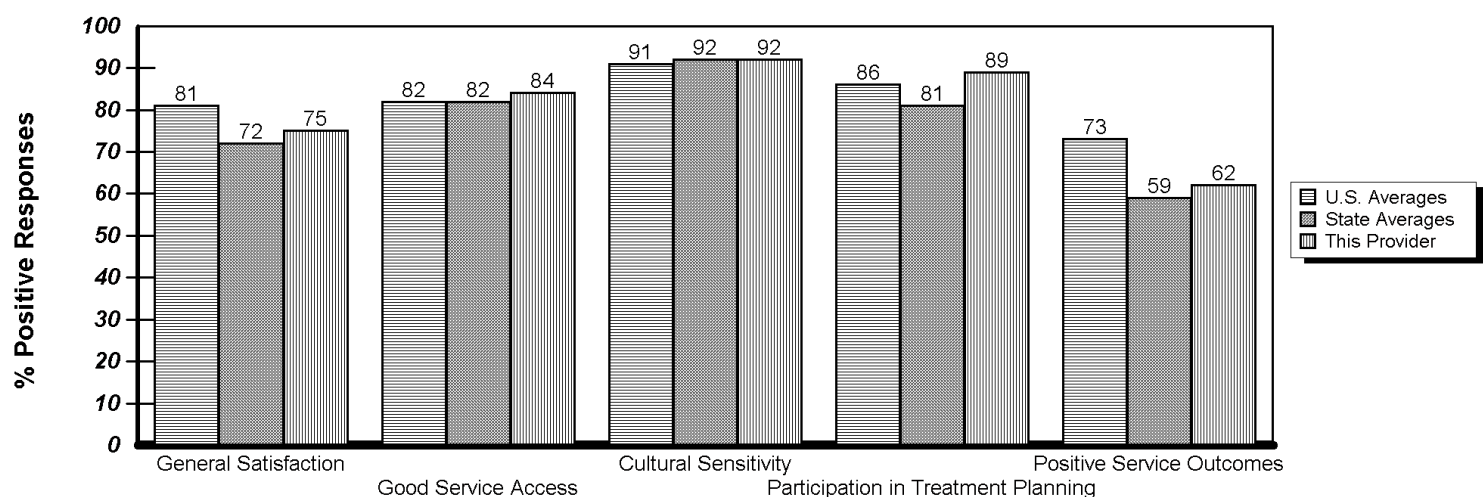
Fax: (765) 668-6718

Email: kadams@cornerstone.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Hamilton Center, Inc.

405

620 8th Avenue

Terre Haute, IN 47804

(812) 231-8323

CEO

Mr. Galen Goode

Contact Person

Dana Guthrie

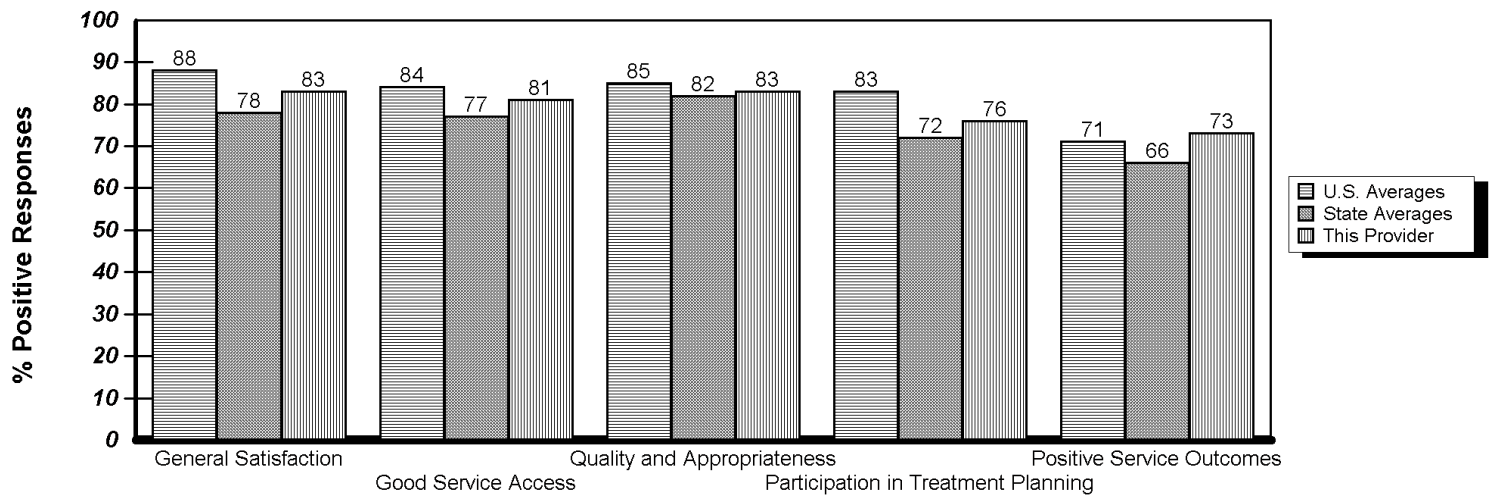
CQI Administrator

Phone: (812) 231-8271

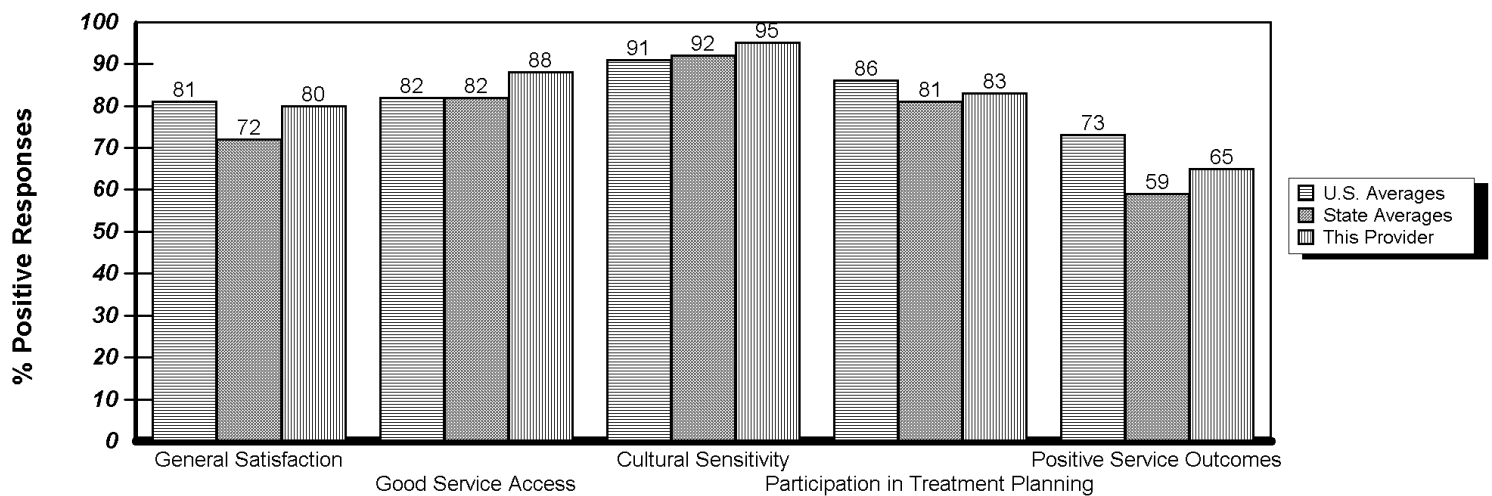
Fax: (812) 231-8411

Email: dguthrie@hamiltoncenter.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Howard Regional Health System

407

3500 South LaFountain

Kokomo, IN 46902

(765) 453-8555

CEO

Mr. James Alender

Contact Person

Sue Cardwell

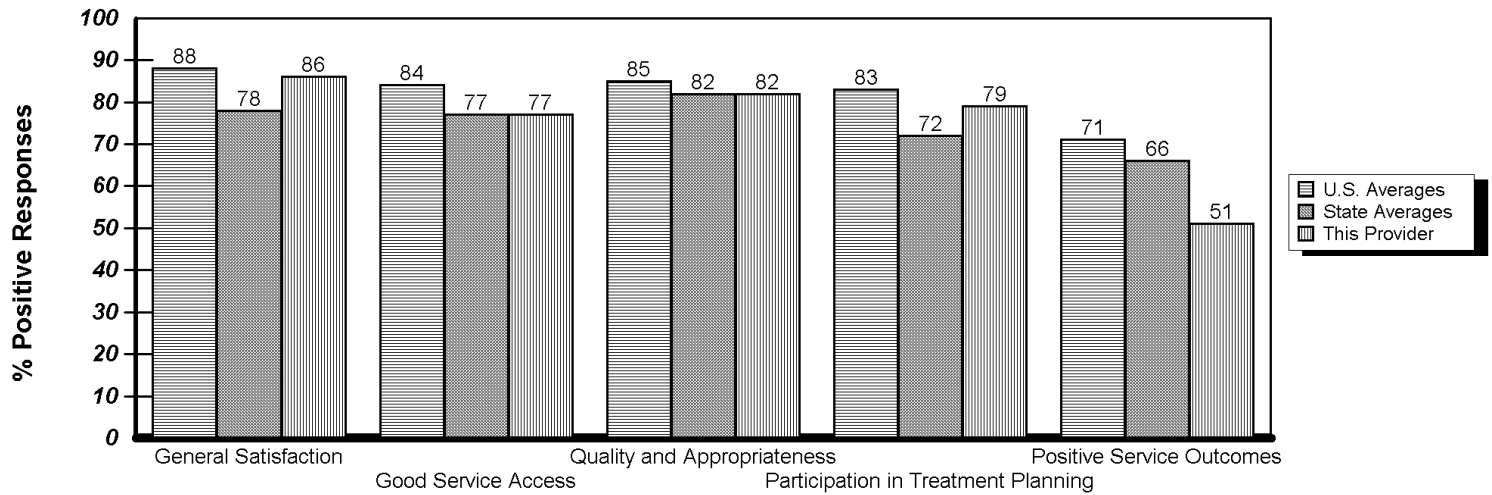
Care/Patient Complaints

Phone: (765) 453-8104

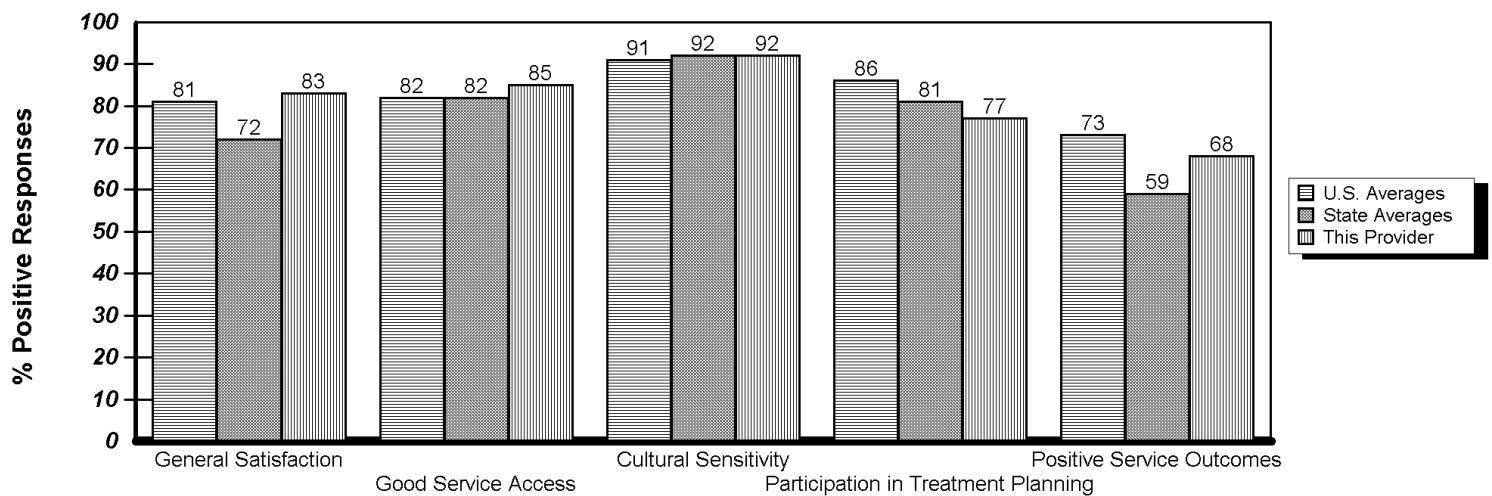
Fax: (765) 453-8114

Email: scardwel@howardregional.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Lifespring Inc.

402

460 Spring Street

Jeffersonville, IN 47130

(812) 280-2080

CEO

Dr. Terry Stawar EDD

Contact Person

Elaine Carlisle

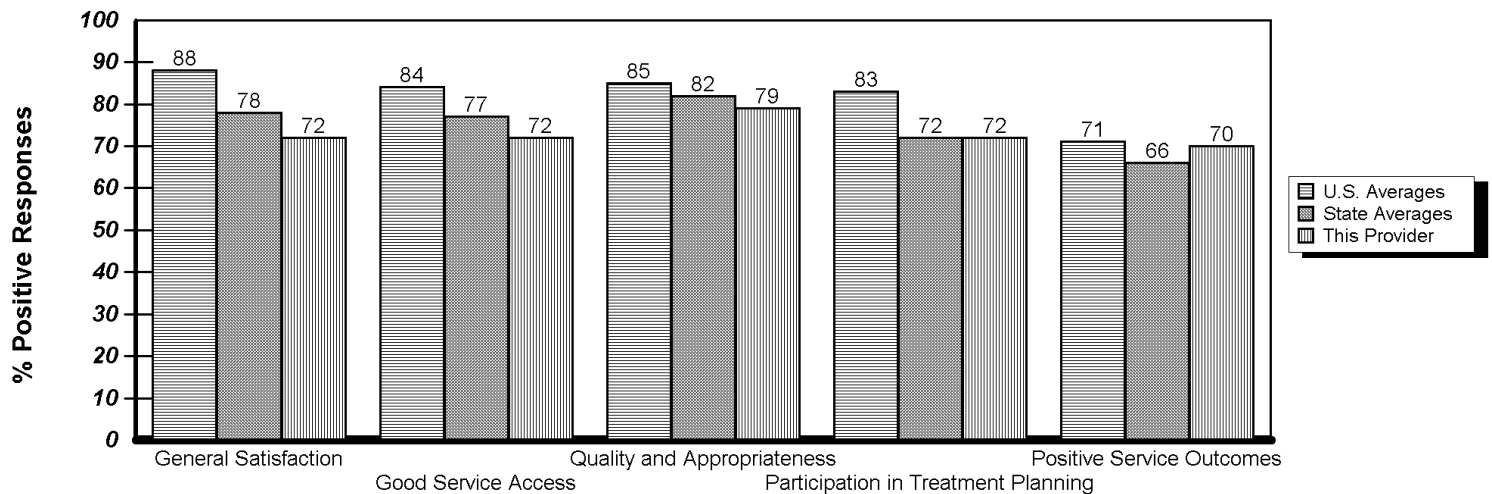
Perf. Improvement Spec.

Phone: (812) 206-1200

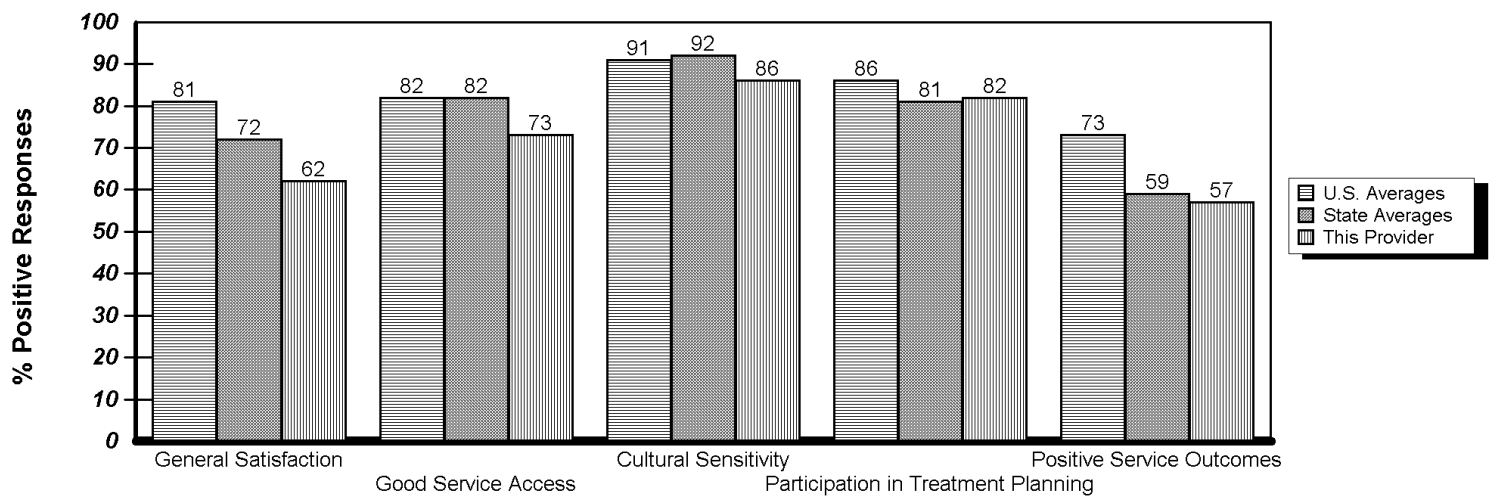
Fax: (812) 206-1229

Email: ecarlisle@lifespr.com

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Madison Center, Inc.

406

403 E Madison Street

South Bend, IN 46617

(574) 234-0061

CEO

Mr. Jack Roberts

Contact Person

John Twardos

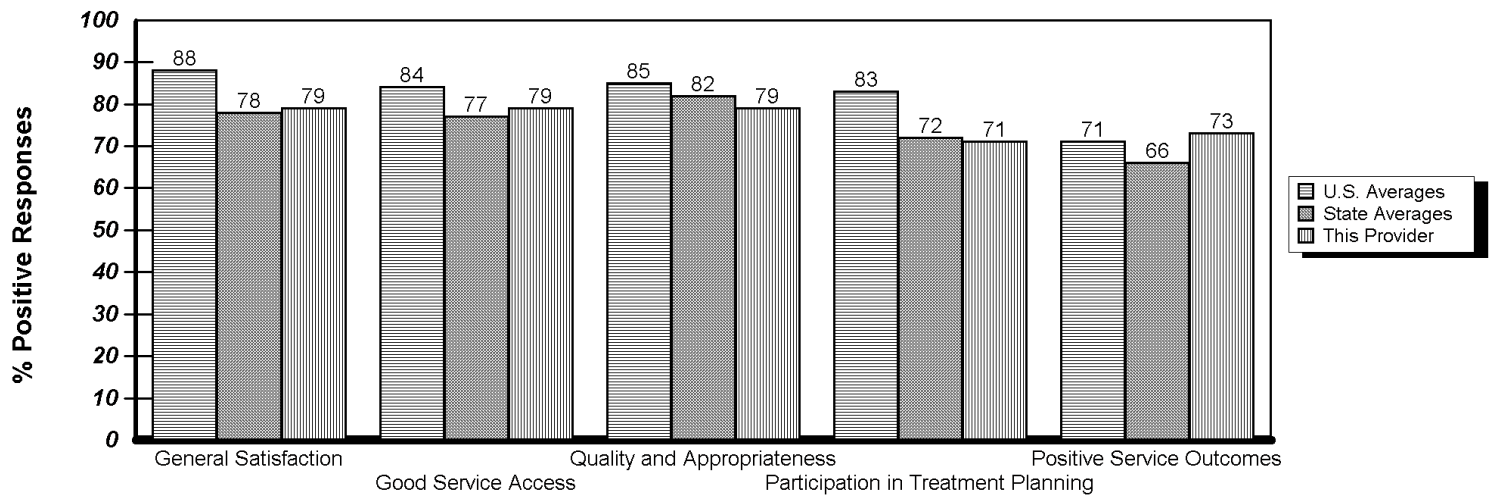
COO

Phone: (888) 234-0061

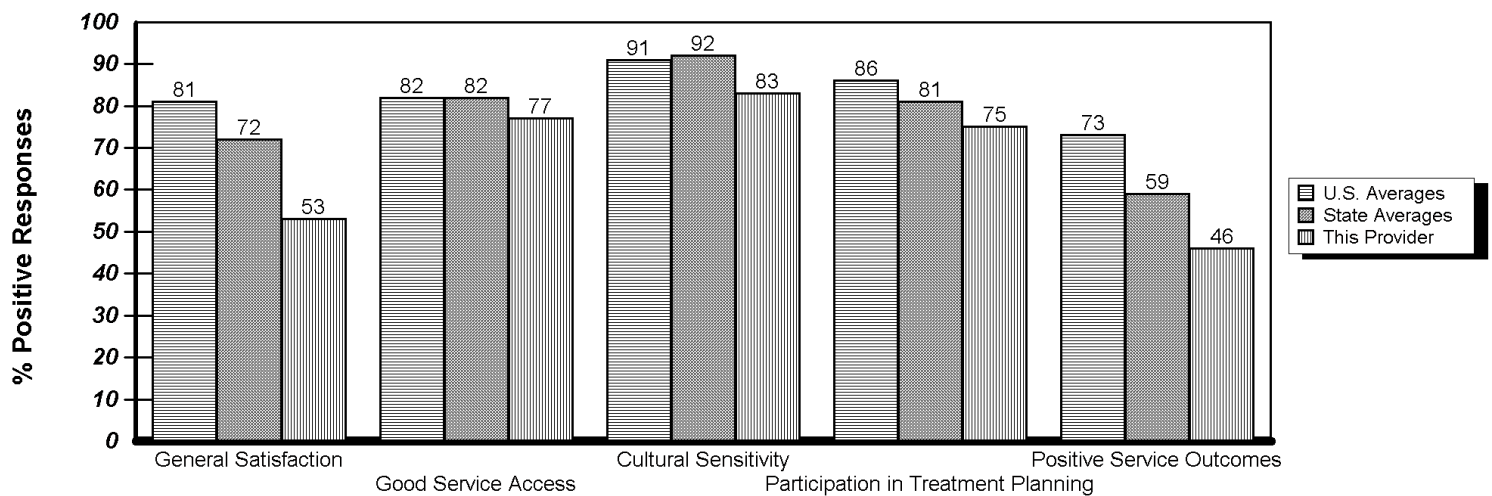
Fax: (574) 288-5047

Email: johnt@madison.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Meridian Services Corp

422

240 N. Tillotson Avenue

Muncie, IN 47304

(765) 288-1928

CEO

Mr. Hank Milius

Contact Person

Gary Garofolo

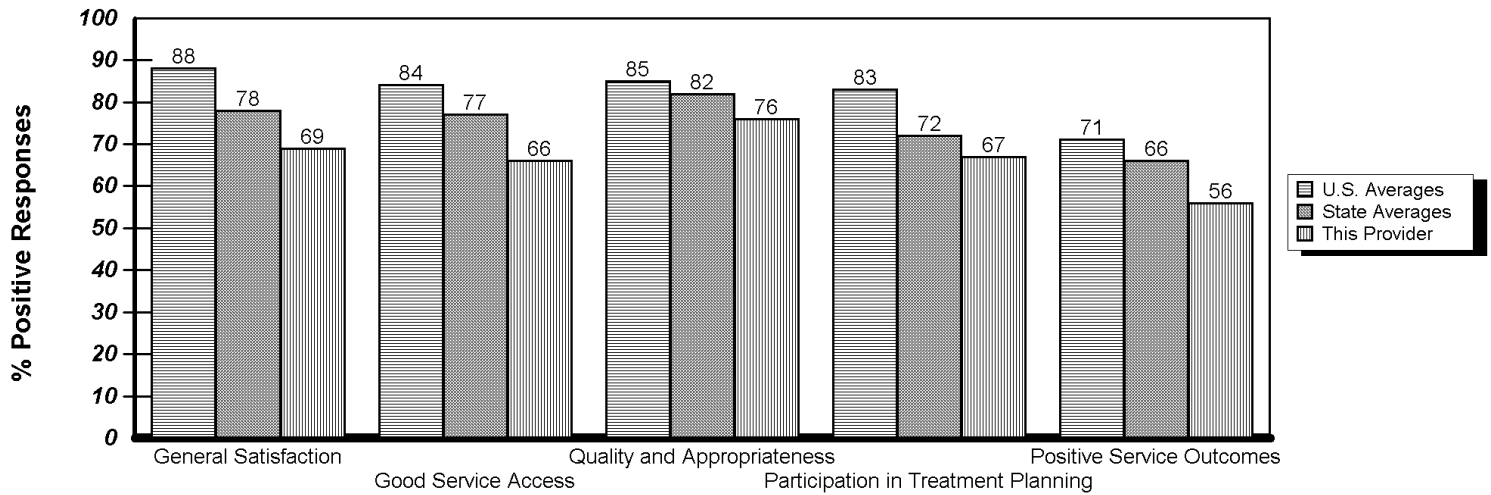
Dir. System Services

Phone: (765) 521-2450

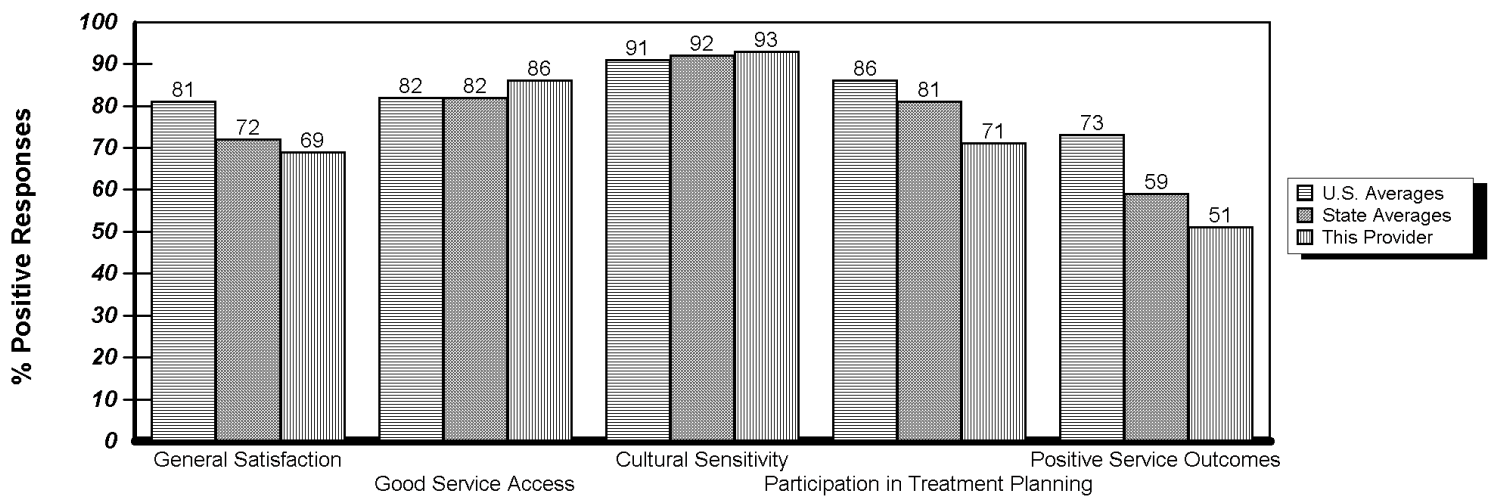
Fax: (765) 741-0310

Email: garafolog@meridiansc.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Midtown Community Mental Health Center

401

1001 West Tenth Street

Indianapolis, IN 46202

(317) 630-7607

CEO

Ms Margaret Payne

Contact Person

Julie Szempruch

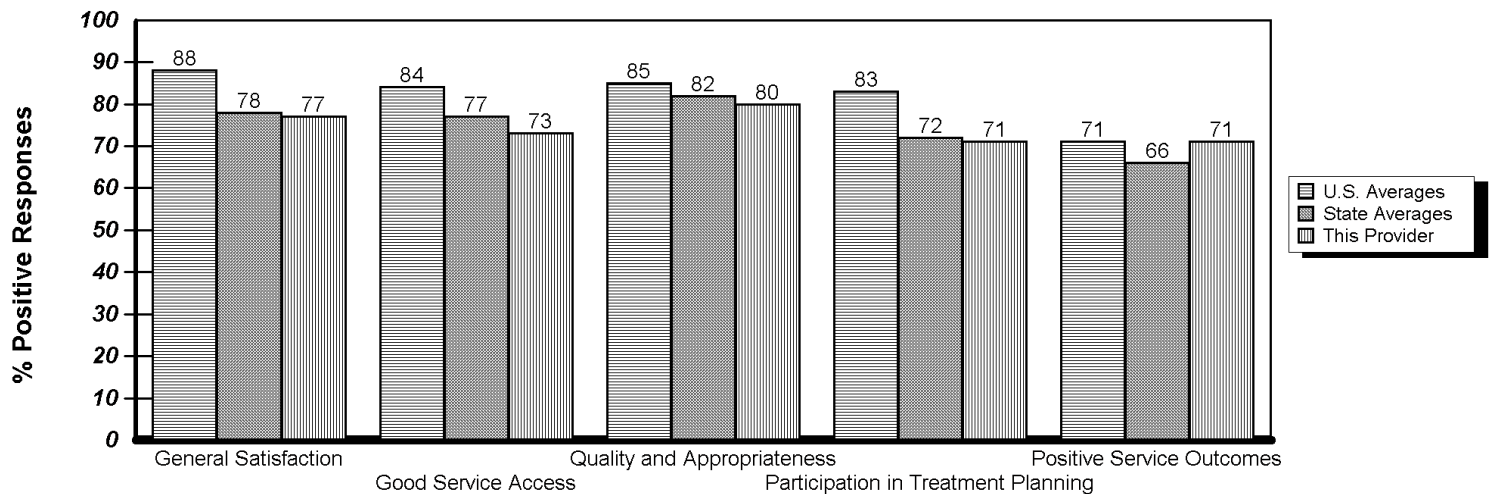
Care Business Director

Phone: (317) 554-2712

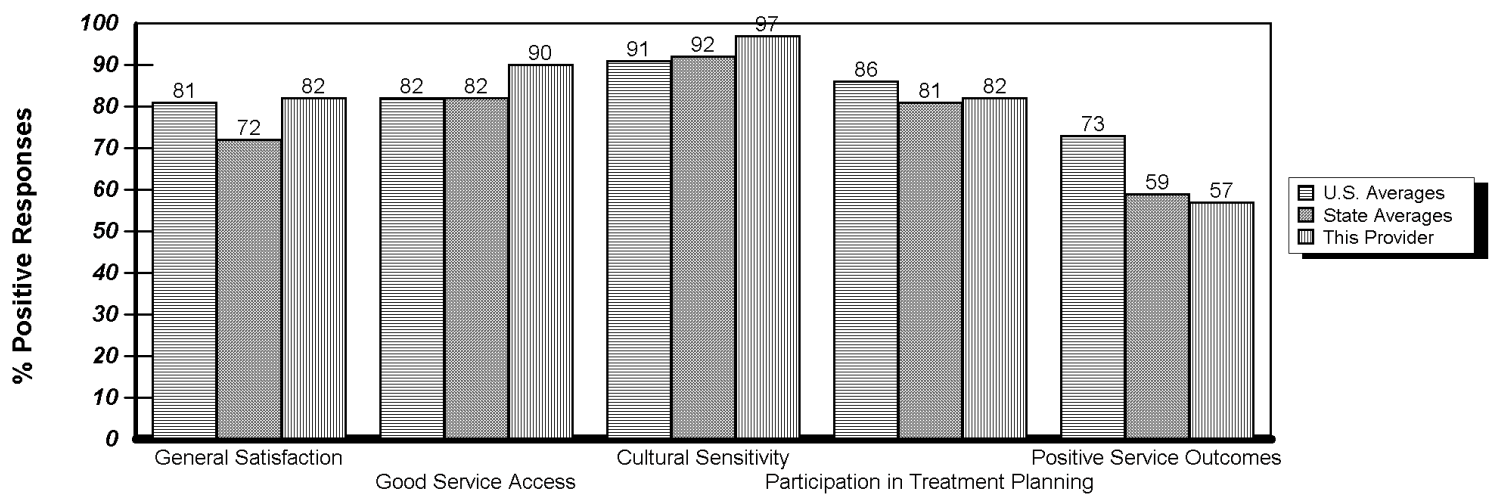
Fax: (317) 554-2721

Email: julie.szempruch@wishard.edu

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Northeastern Center

426

220 S Main

Kendallville, IN 46755

(260) 347-2453

CEO

Mr. Jeryl Hollister

Contact Person

Steve Howell

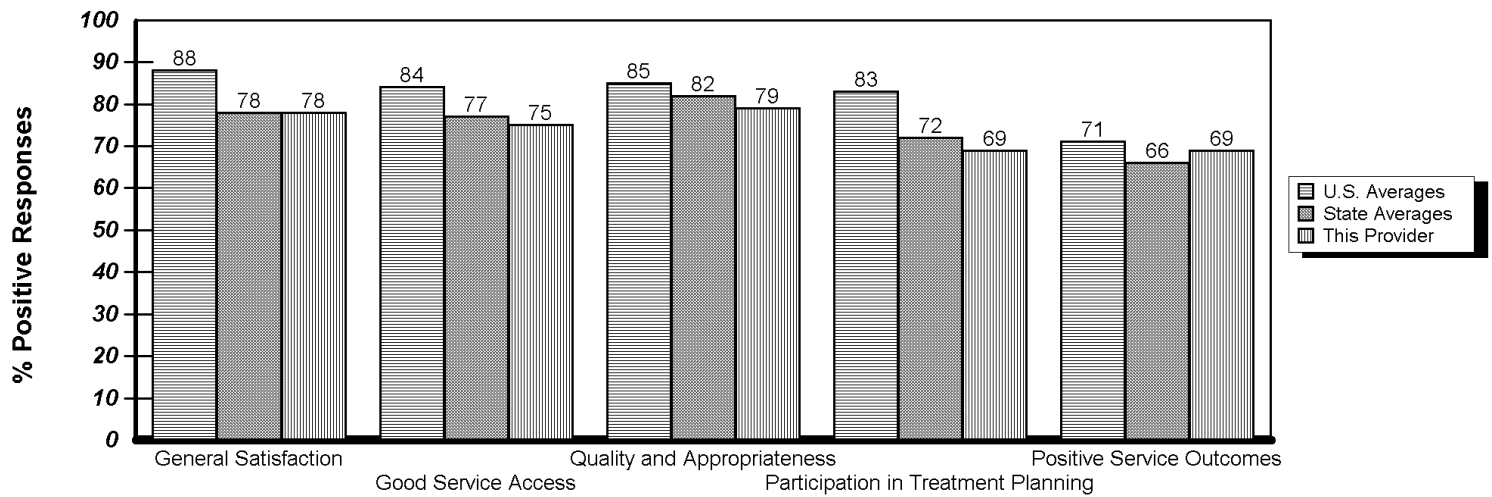
Continuing Care Director

Phone: (260) 347-2453

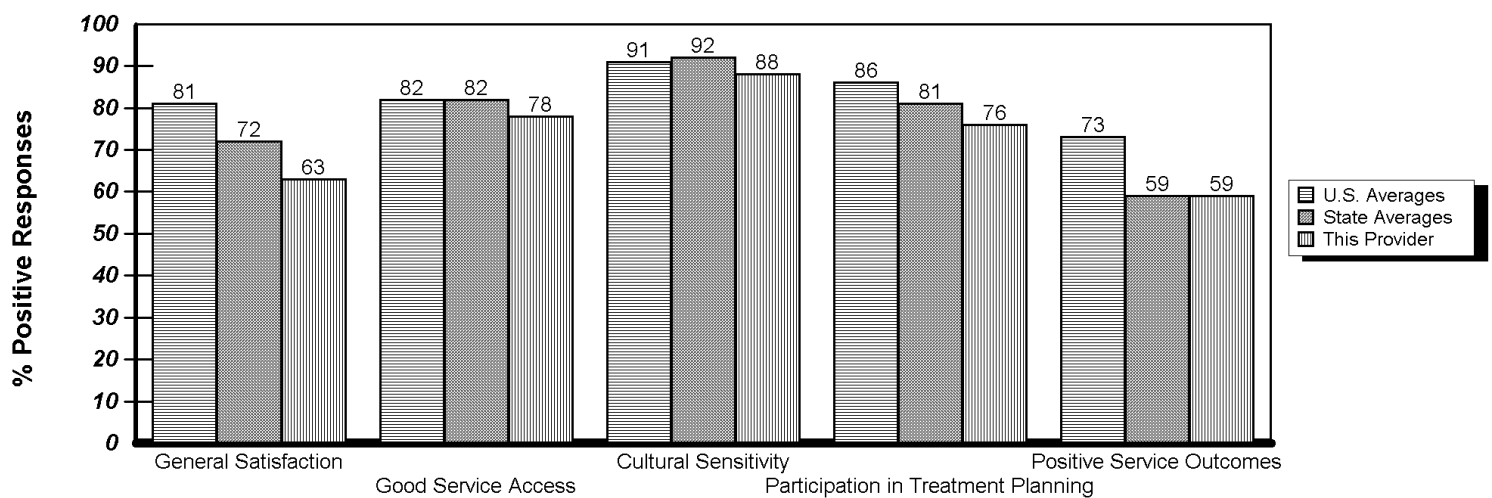
Fax: (260) 347-2456

Email: showell@nec.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Oaklawn Psychiatric Center, Inc.

409

330 Lakeview Drive

Goshen, IN 46528

(574) 533-1234

CEO

Ms. Laurie Nafziger

Contact Person

Gregg Nussbaum

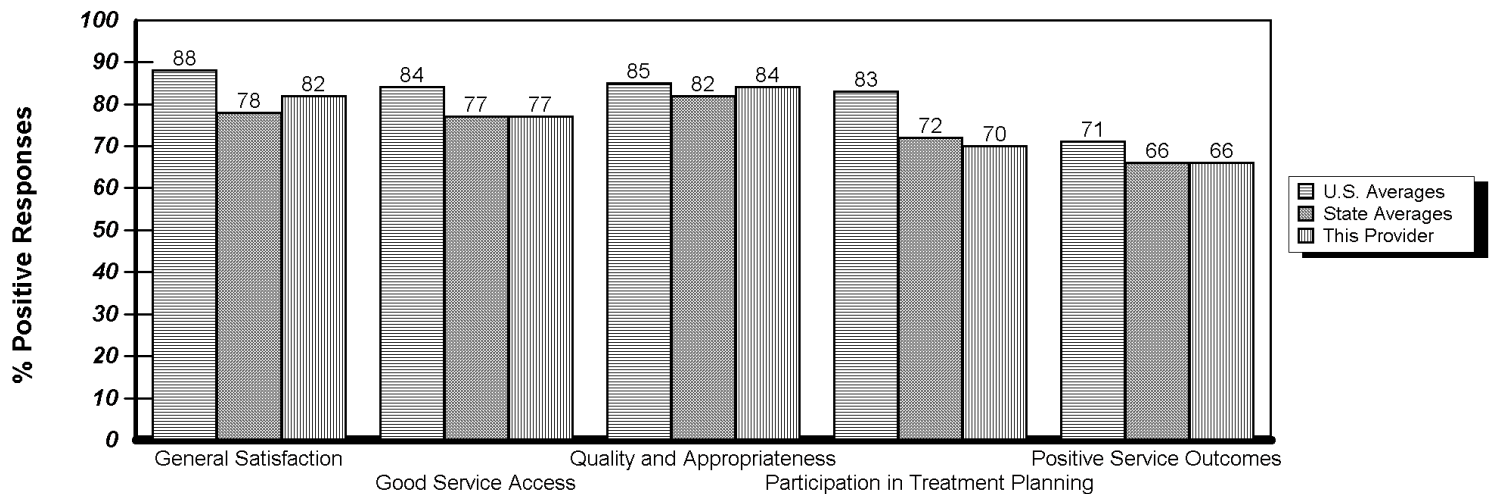
V.P. Adult Services

Phone: (219) 533-1234

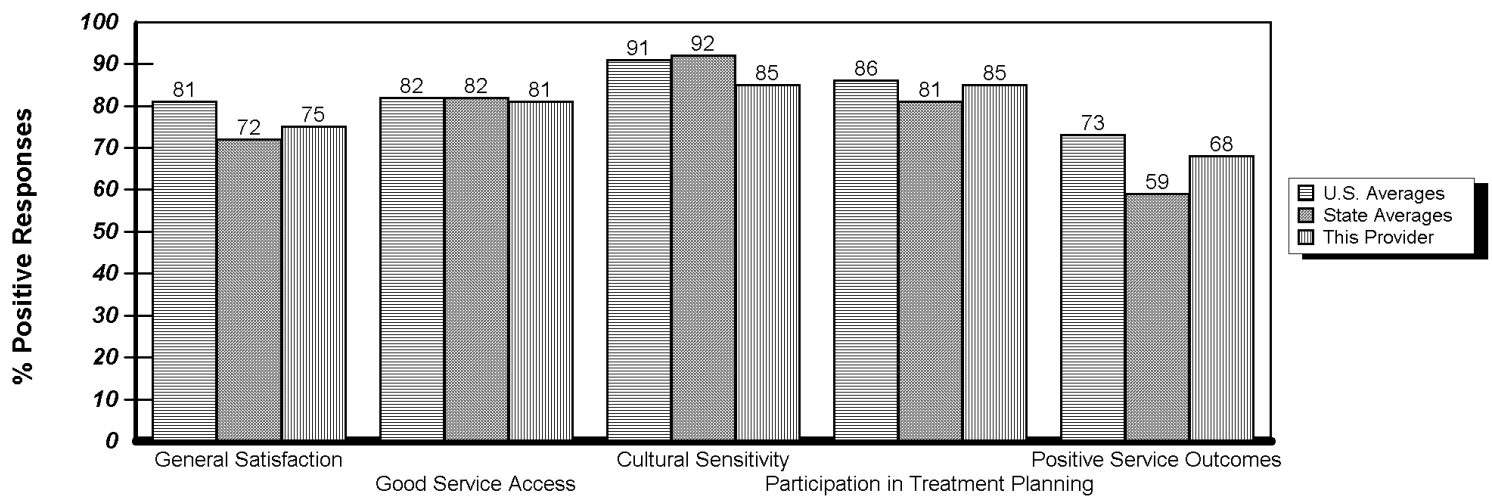
Fax: (574) 537-2673

Email: gregg.nussbaum@oaklawn.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Otis R. Bowen Center for Human Services, Inc.

423

850 North Harrison Street

Warsaw, IN 46581

(574) 267-7169

CEO

Mr. Kurt Carlson

Contact Person

Sharon Engleschjon

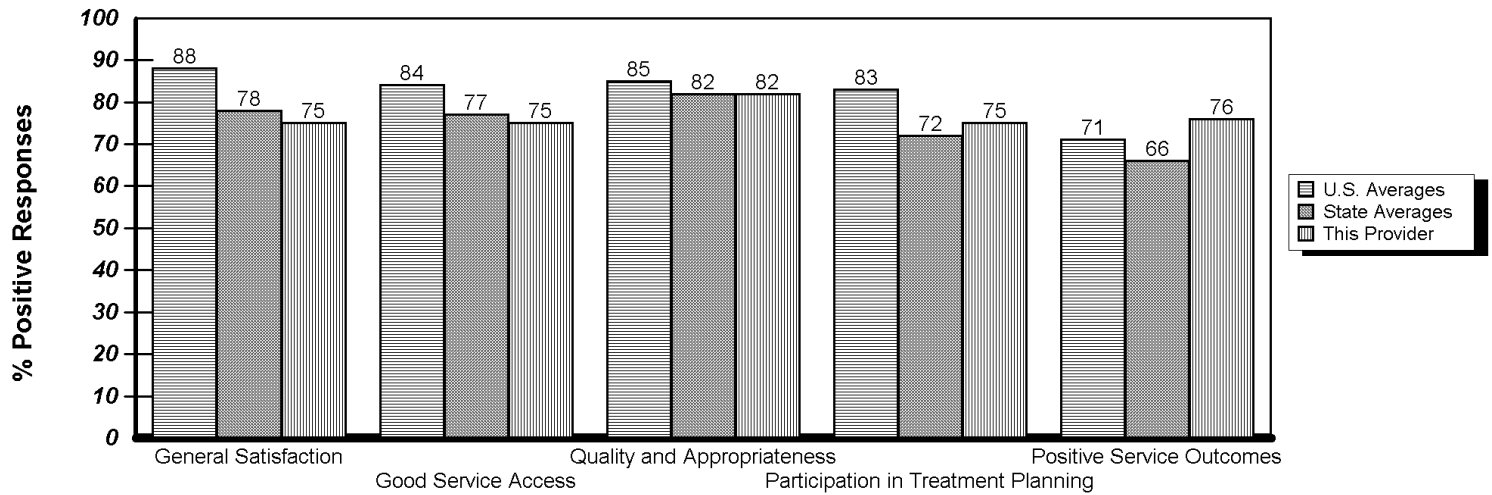
Risk Manager

Phone: (800) 342-5653 Ext. 2972

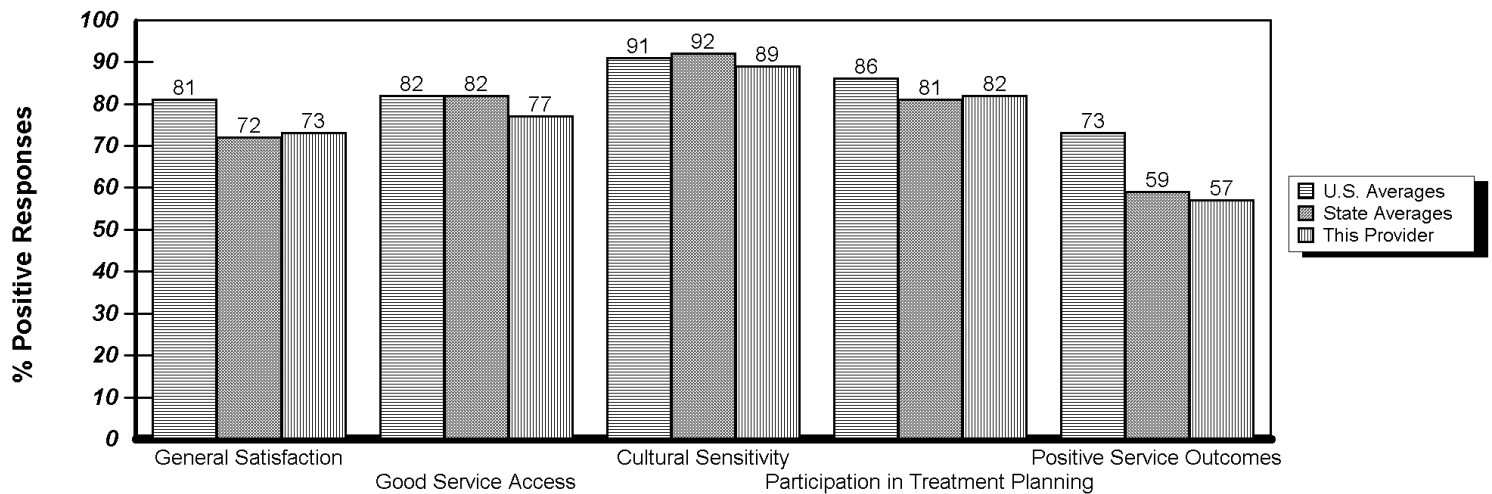
Fax: (574) 269-3995

Email: Sharon.Engleschjon@bowencenter.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

PSI Family Services of Indiana

1468

8120 Georgia Street, Suite D

Merrillville, IN 46410

(219) 756-8201

CEO

Dr. Sheila Pandit

Contact Person

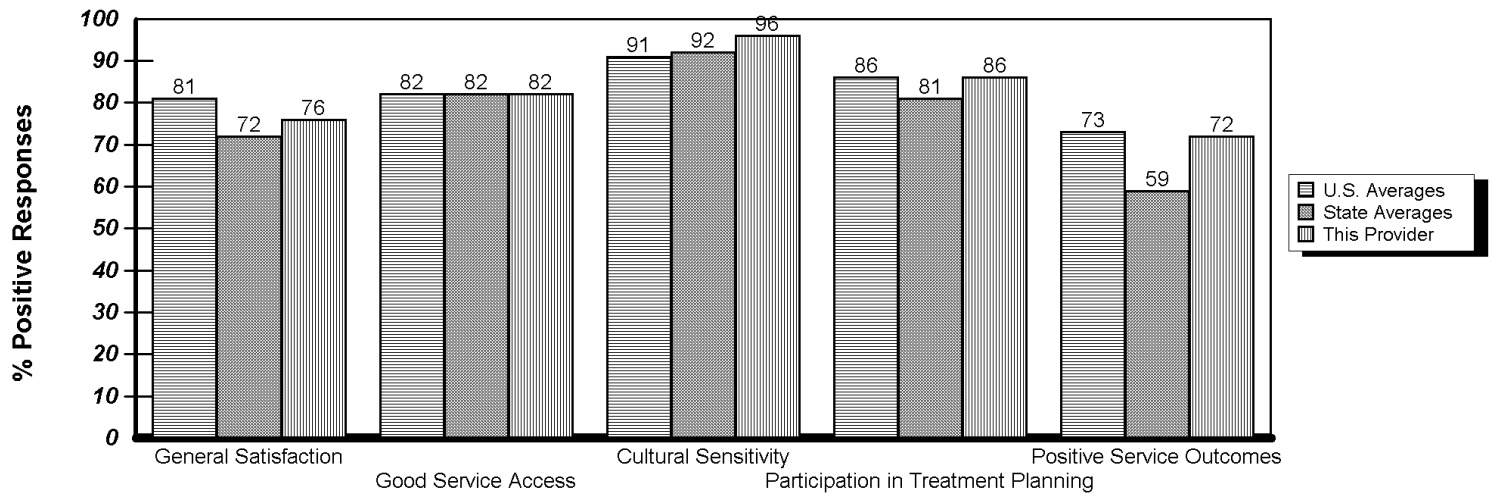
Tania Agilikin

N/A

Phone: () -

Fax: () -

Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Park Center, Inc.

419

909 East State Boulevard

Fort Wayne, IN 46805

(260) 481-2721

CEO

Mr. Paul D. Wilson

Contact Person

Terri Roberts

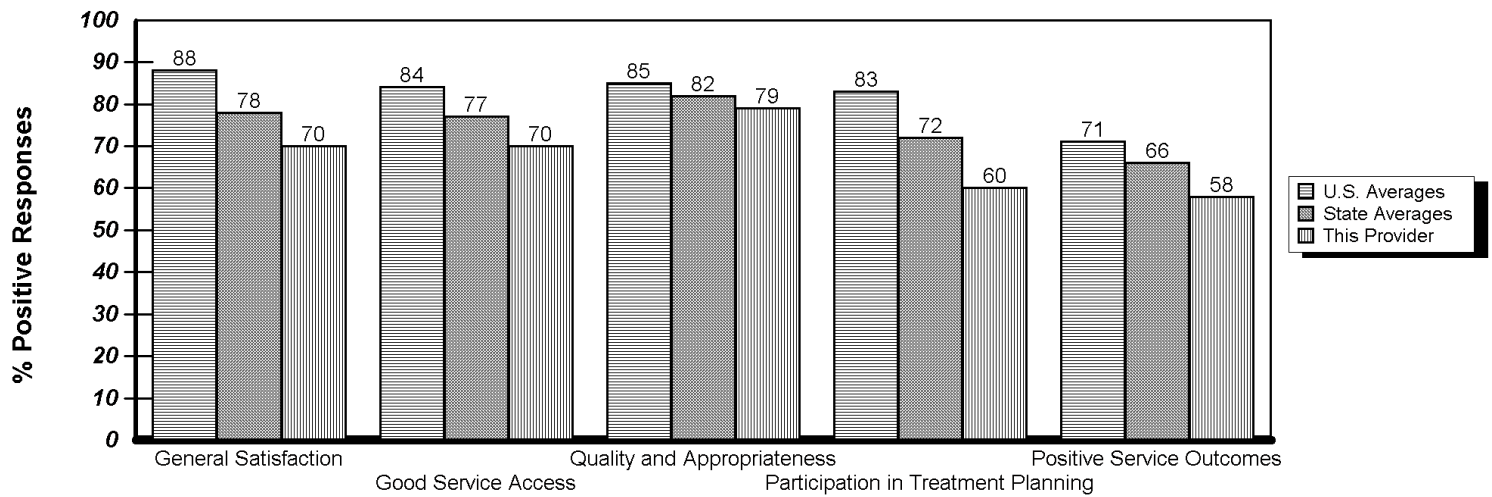
Quality Development

Phone: (260) 482-9125 Ext. 2193

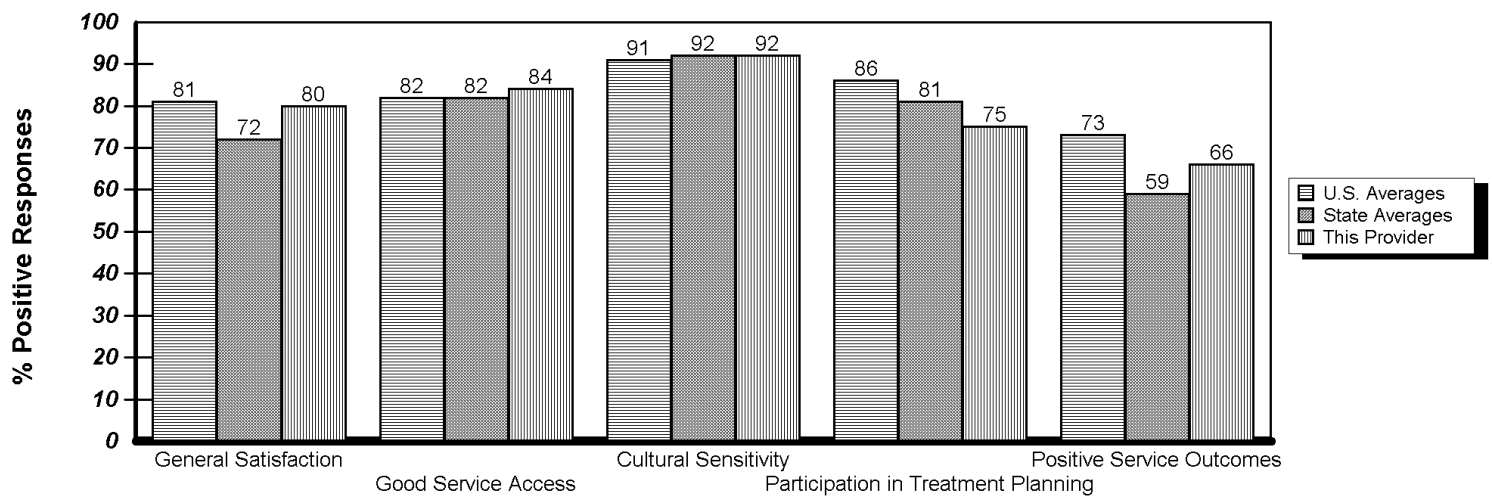
Fax: (260) 481-2717

Email: terri.roberts@parkcenter.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Porter-Starke Services, Inc.

418

601 Wall Street

Valparaiso, IN 46383

(219) 531-3500

CEO

Mr. David Lomaka

Contact Person

Susan Glick

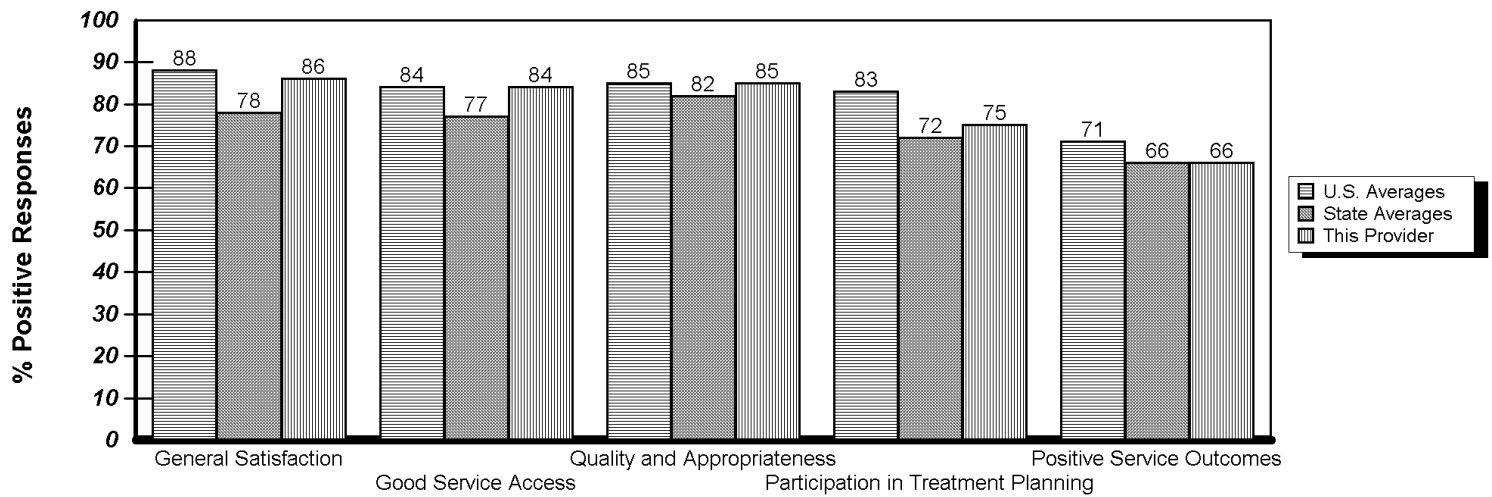
Privacy Officer

Phone: (219) 476-4513

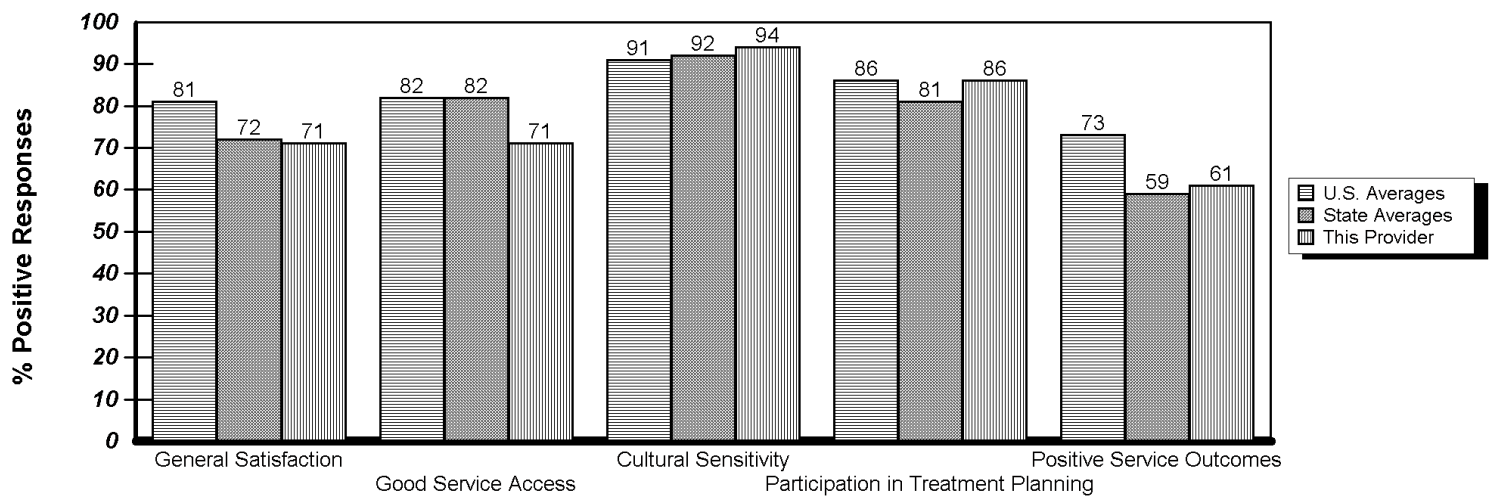
Fax: (219) 462-3975

Email: sglick@porterstarke.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Quinco Behavioral Health Systems

408

720 North Marr Road

Columbus, IN 47201

(812) 379-2341

CEO

Dr. Robert J. Williams PHD

Contact Person

Kathy O'Brien-Chris

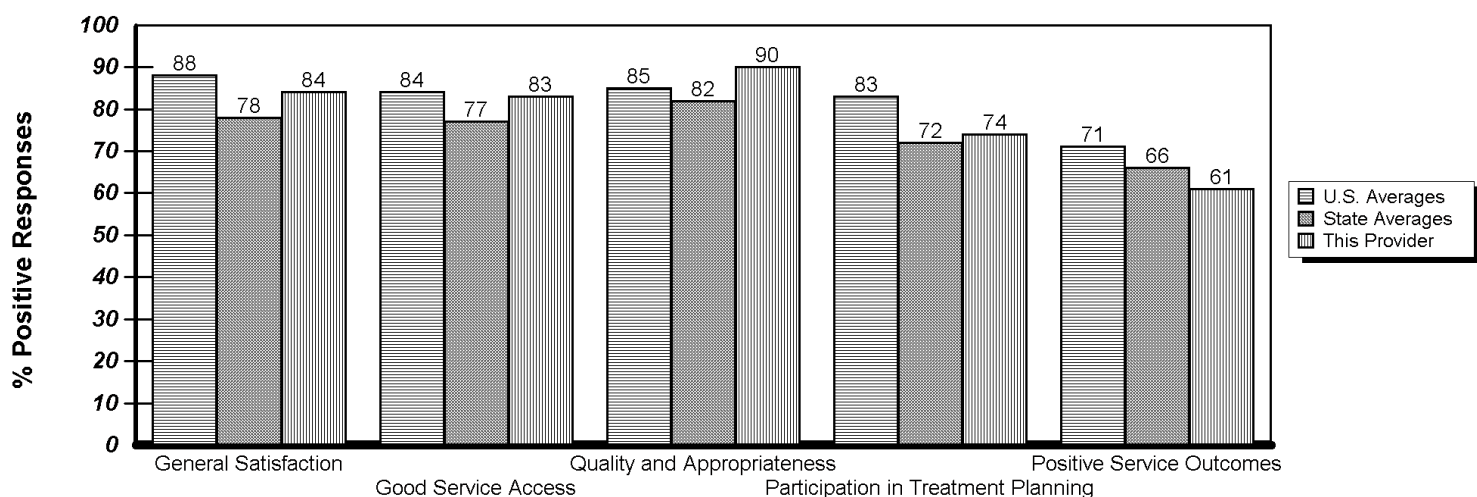
Vice-President

Phone: (800) 348-7449

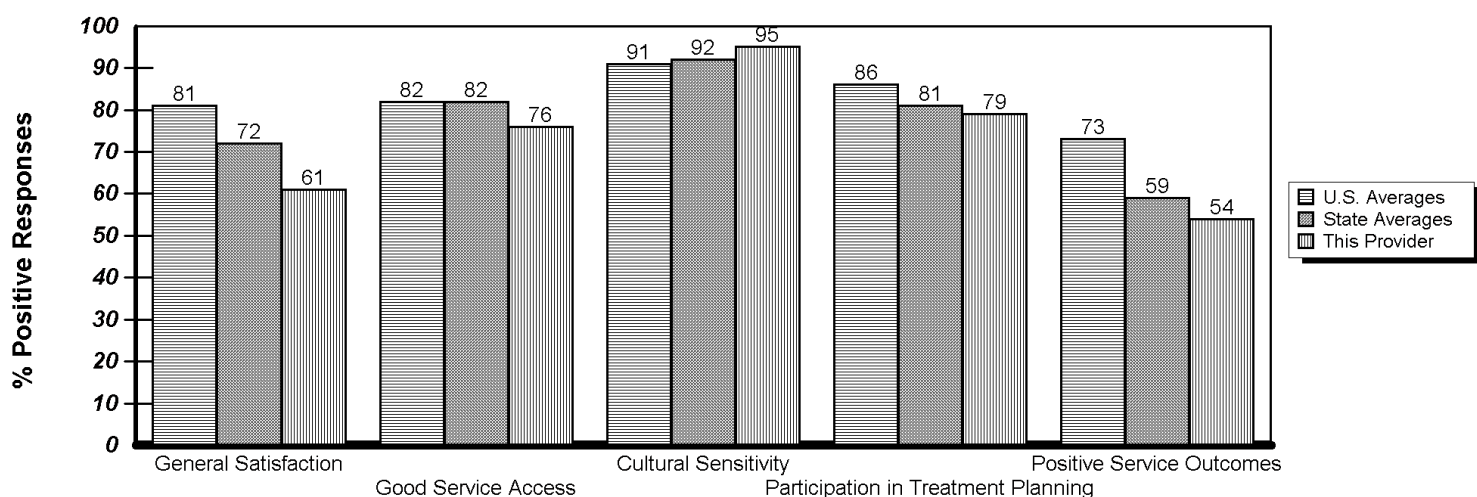
Fax: (812) 376-4875

Email: kochristoff@quincoinc.com

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Saint Margaret Mercy Healthcare Centers, Inc.

1001

5454 Hohman Avenue

Hammond, IN 46320

(219) 933-2070

CEO

Mr. Thomas Gryzbek

Contact Person

Pat Halfman

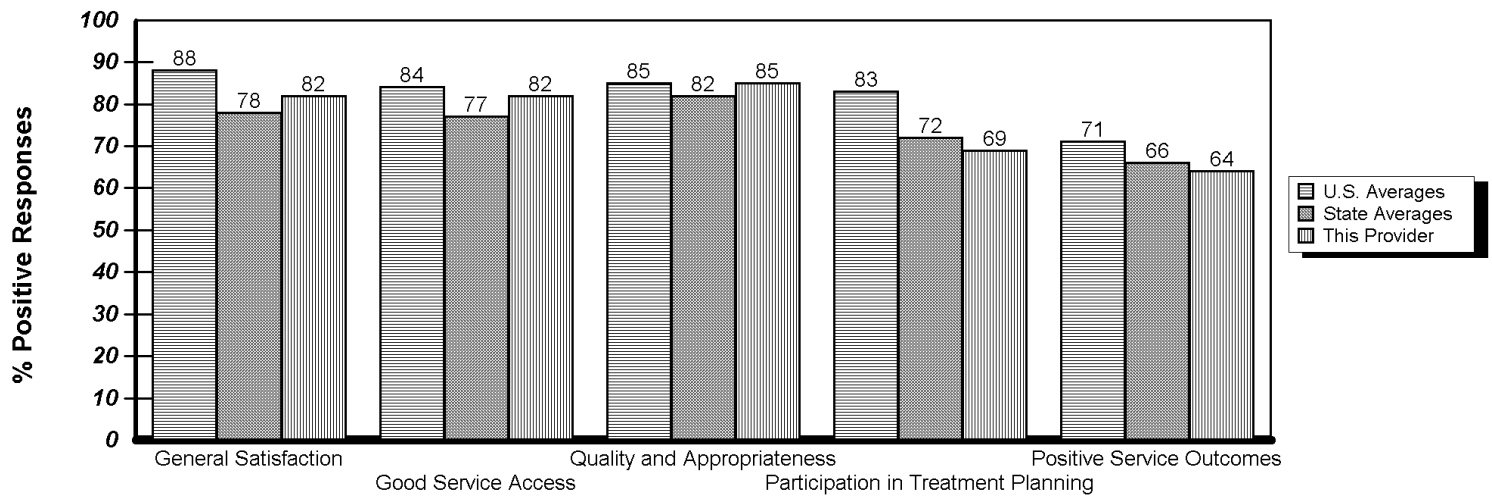
Patient Representative

Phone: (219) 932-2300 Ext. 34502

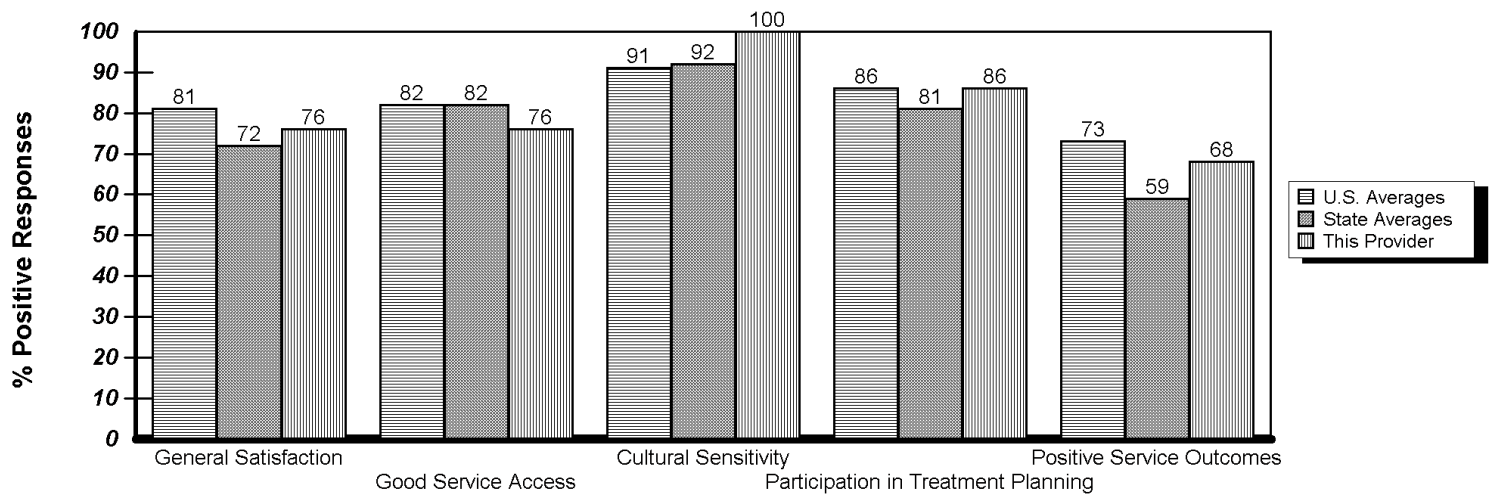
Fax: (219) 864-2157

Email: Pat.Halfman@ssfhs.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Samaritan Center

403

515 Bayou Street

Vincennes, IN 47591

(812) 886-6800

CEO

Dr. James A. Koontz MD

Contact Person

Michael Drake

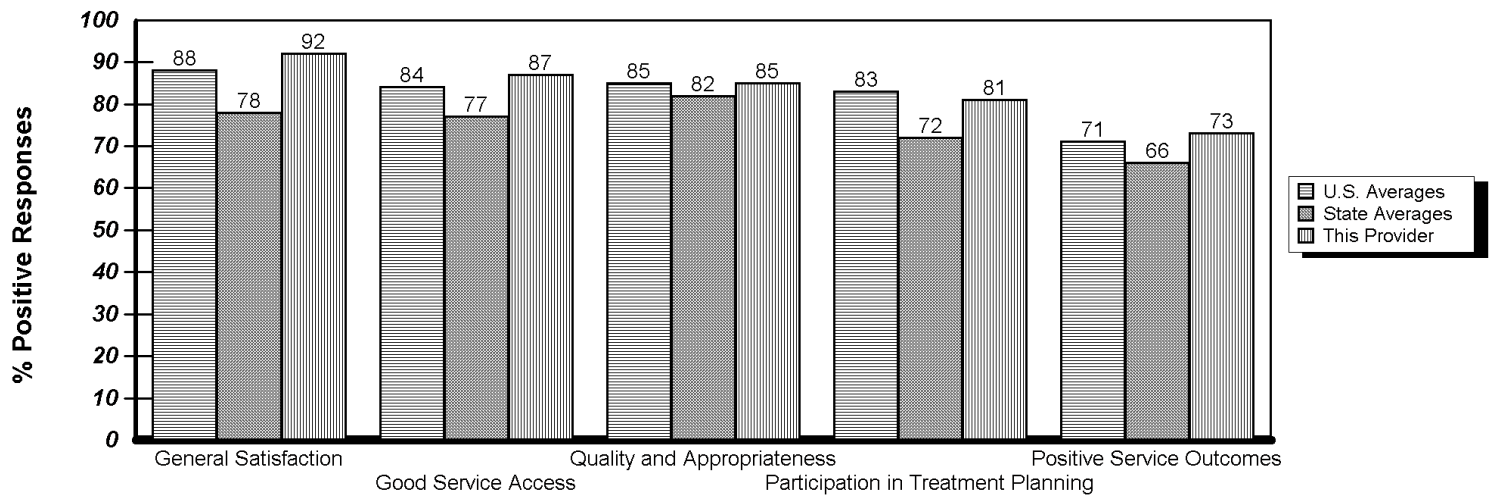
Dir. of Quality Resources

Phone: (800) 824-7907

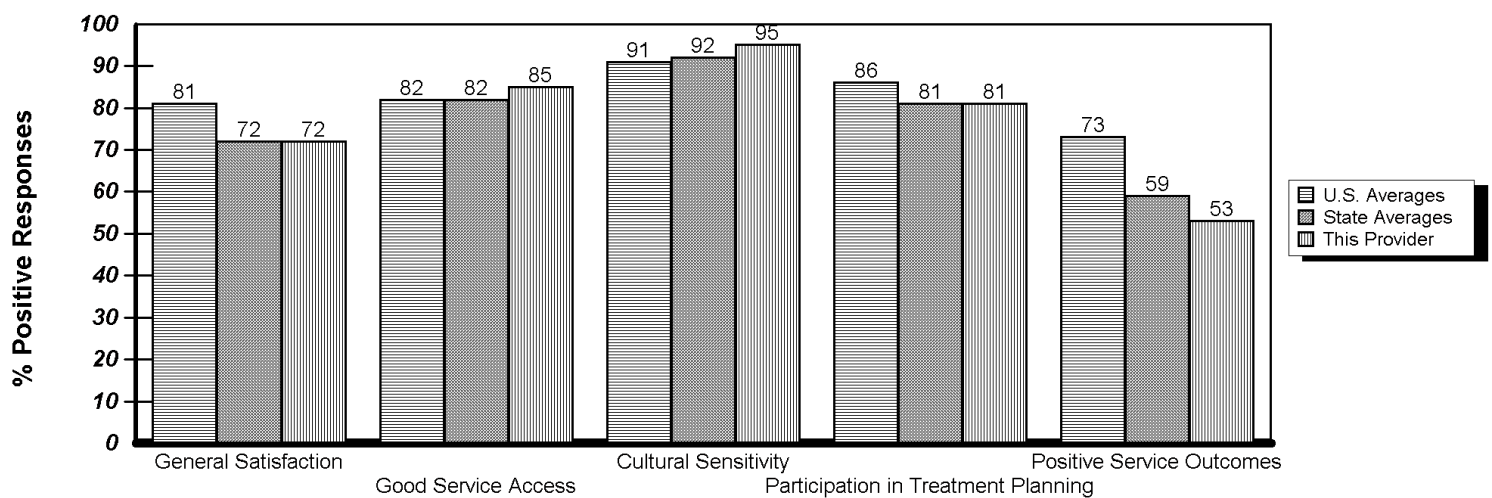
Fax: (812) 866-6809

Email: mdrake@gshvin.org.

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Southern Hills Counseling Center

420

480 Eversman Drive

Jasper, IN 47547-0769

(812) 482-3020

CEO

Mr. Joe Kimmel

Contact Person

Judy Hunsicker

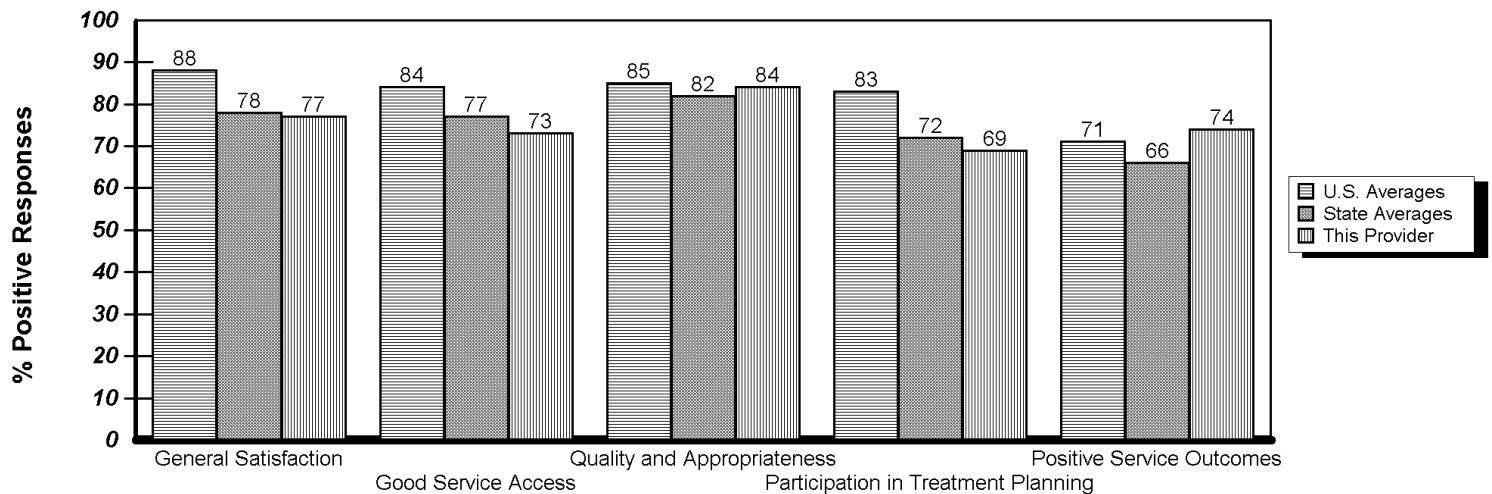
Executive Secretary

Phone: (812) 482-3020

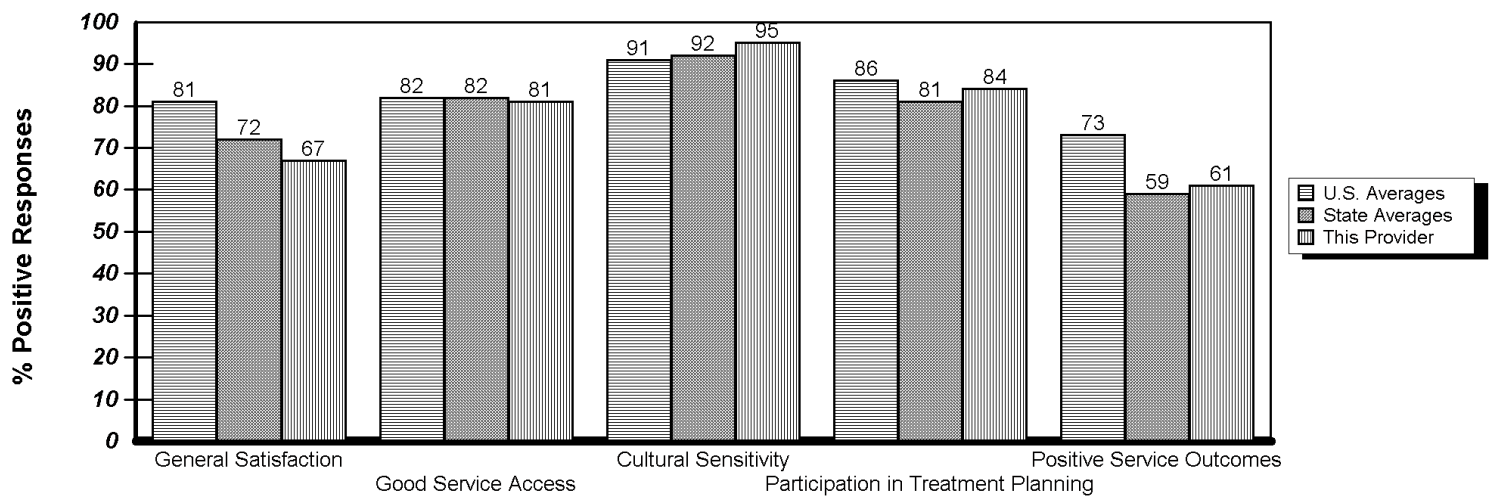
Fax: (812) 482-6409

Email: jhunsicker@southernhills.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Southlake Center for Mental Health, Inc.

424

8555 Taft Street

Merrillville, IN 46410

(219) 769-4005

CEO

Mr. Lee C. Strawhun

Contact Person

Sherry Oman

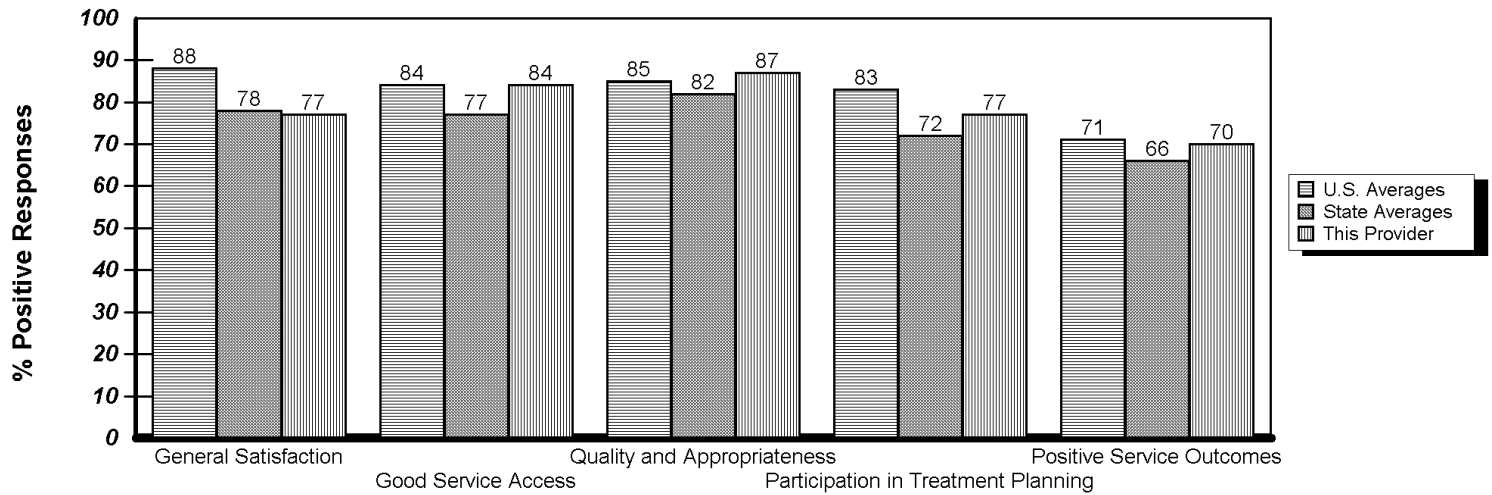
Senior Vice President

Phone: (219) 736-7263

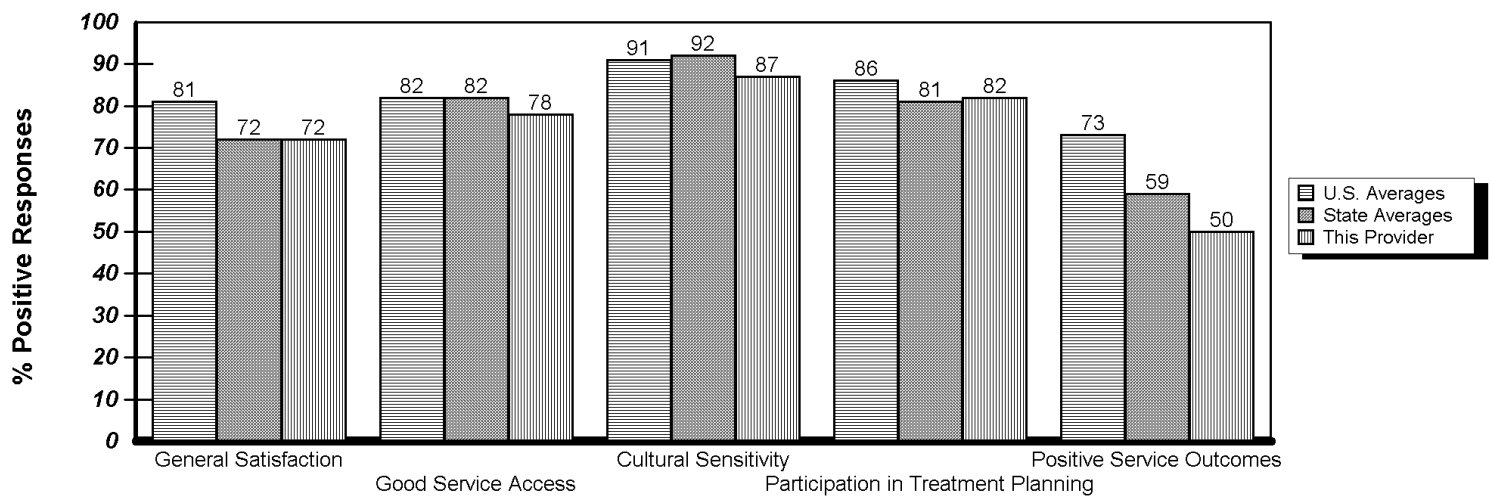
Fax: (219) 769-2508

Email: sherry.oman@southlakecenter.com

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Southwestern Indiana Mental Health Center, Inc.

404

415 Mulberry Street

Evansville, IN 47713

(812) 423-7791

CEO

Mr. John K. Browning

Contact Person

Richard Paul

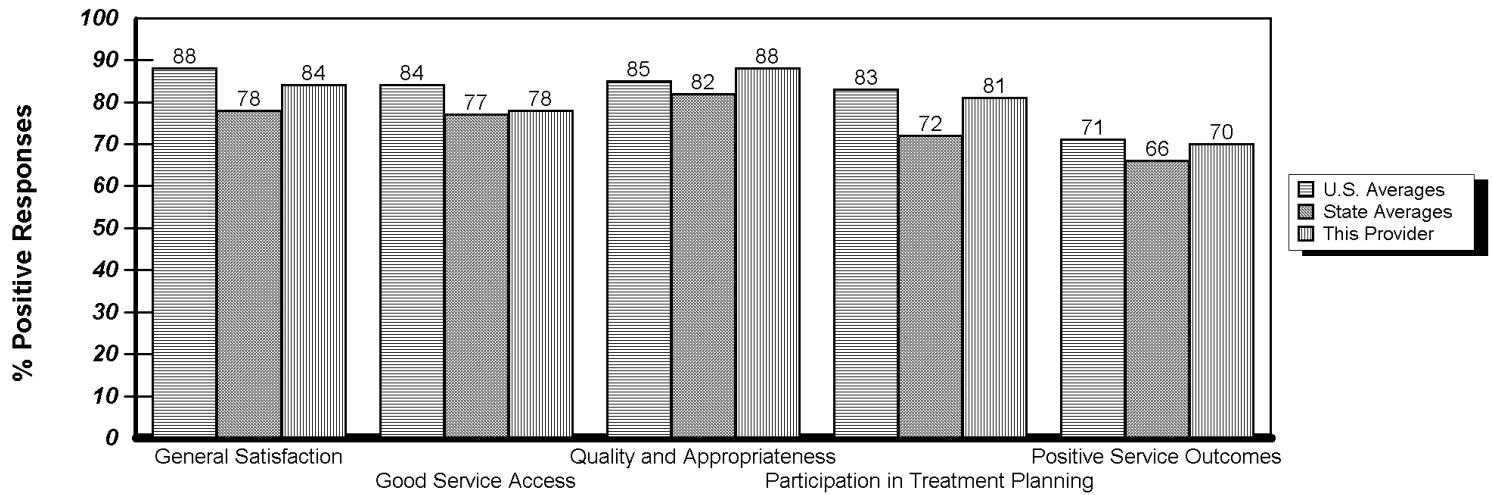
VP of Clinical Services

Phone: (812) 423-7791

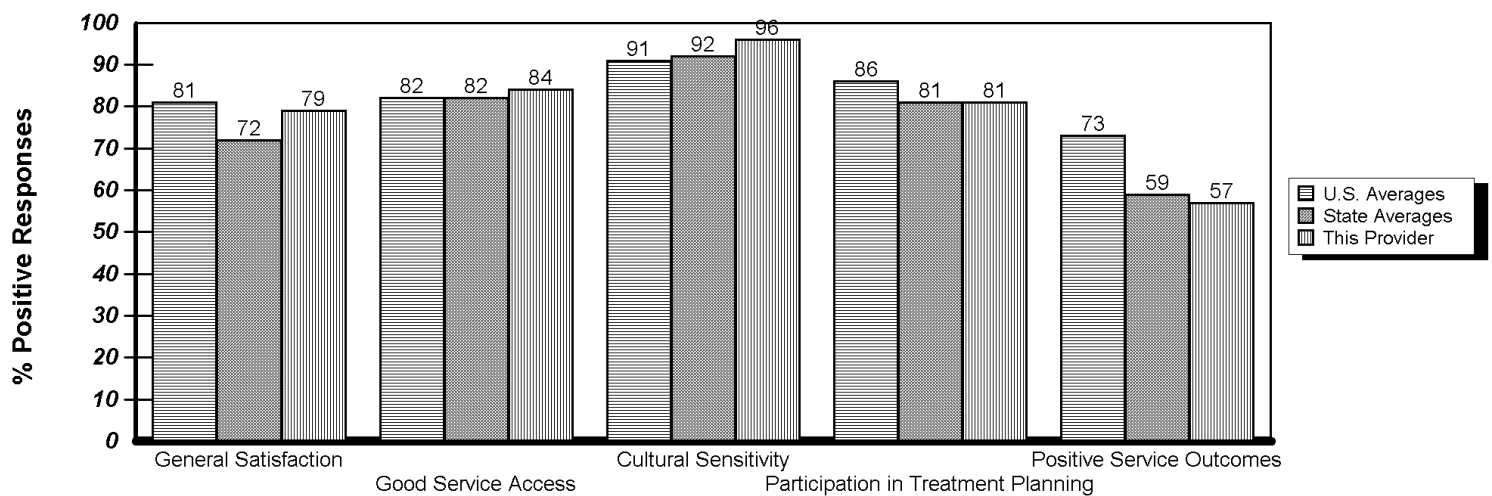
Fax: (812) 422-7558

Email: paulr@southwestern.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

St. Vincent Stress Centers

1007

8401 Harcourt Road

Indianapolis, IN 46260

(317) 338-4600

CEO

Dr. Patricia Maryland PHD

Contact Person

Sheila Mishler

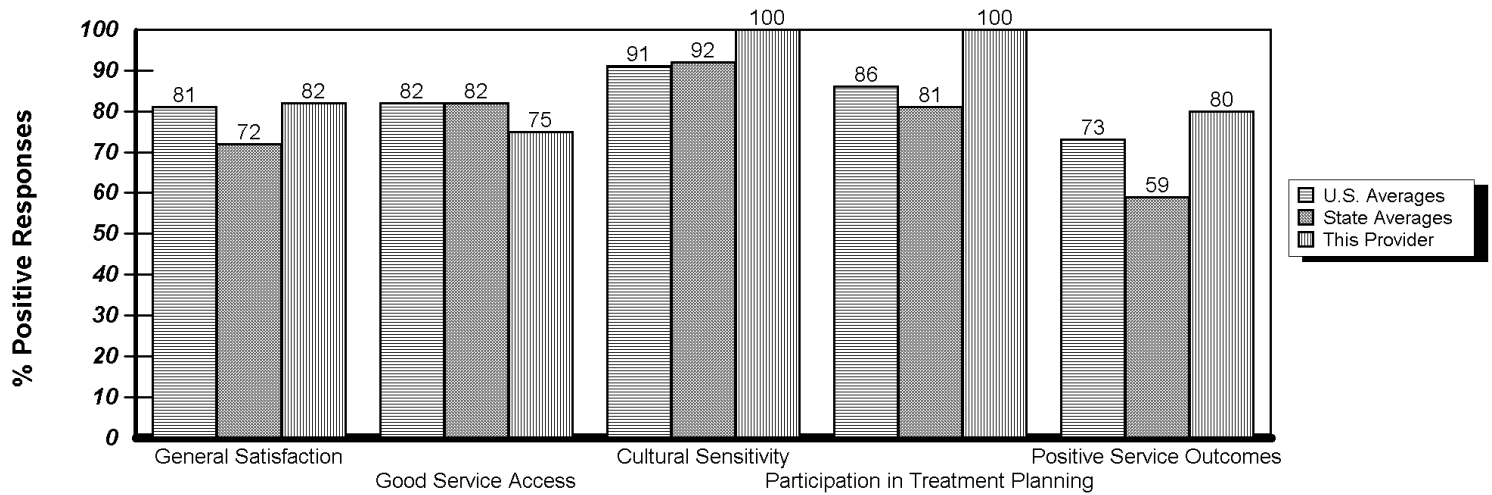
Executive Director

Phone: (317) 338-4719

Fax: (317) 338-4123

Email: sjmishle@stvincent.org

Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Swanson Center

410

450 St. John Rd. Suite 501

Michigan City, IN 46360

(219) 879-4621

CEO

Dr. Kamud Aggarwal

Contact Person

Donna Albers

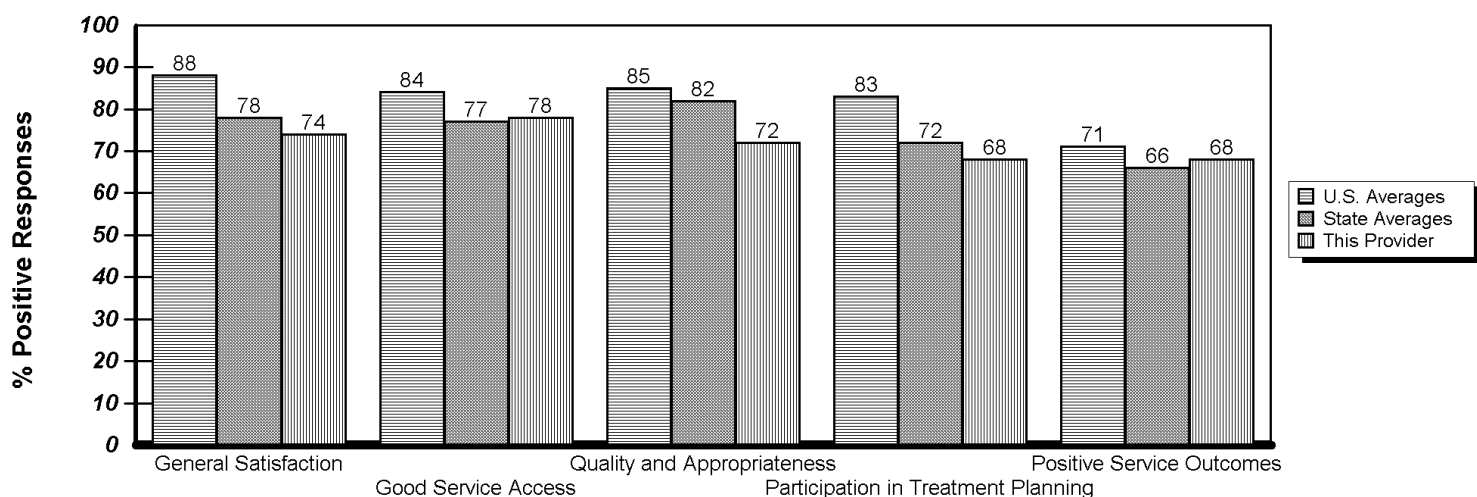
Chief of Operations

Phone: (219) 872-8666

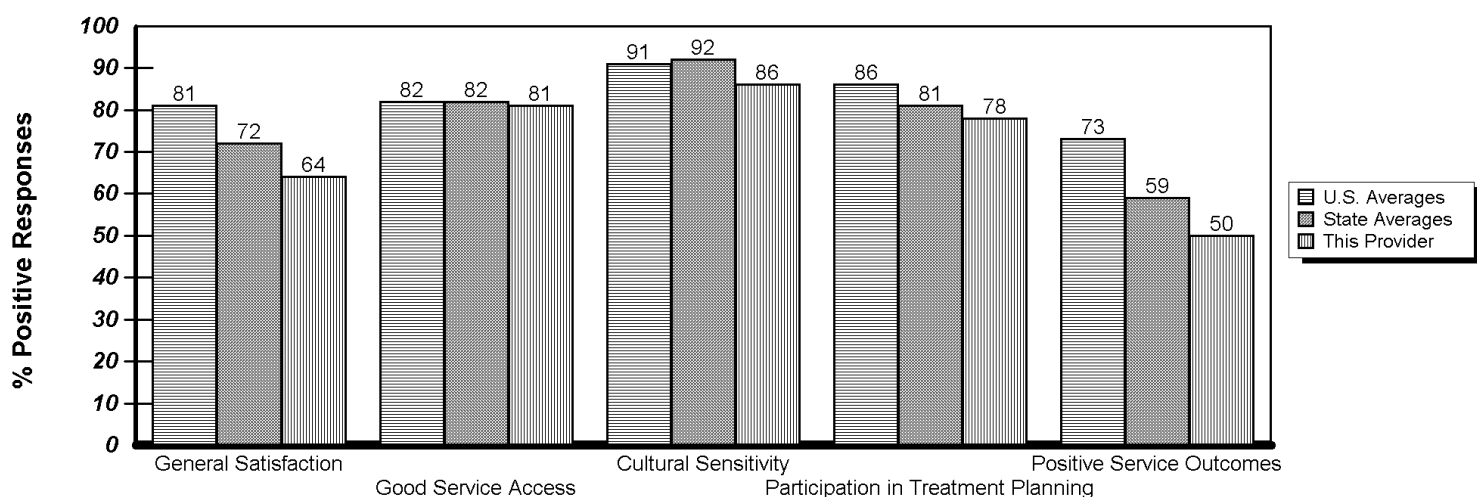
Fax: (219) 873-2388

Email: donna@swansoncenter.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

The Villages of Indiana, Inc.

1006

2405 North Smith Pike

Bloomington, IN 46214-3662

(800) 822-4888

CEO

Ms Sharon E. Pierce

Contact Person

Jill Budnick

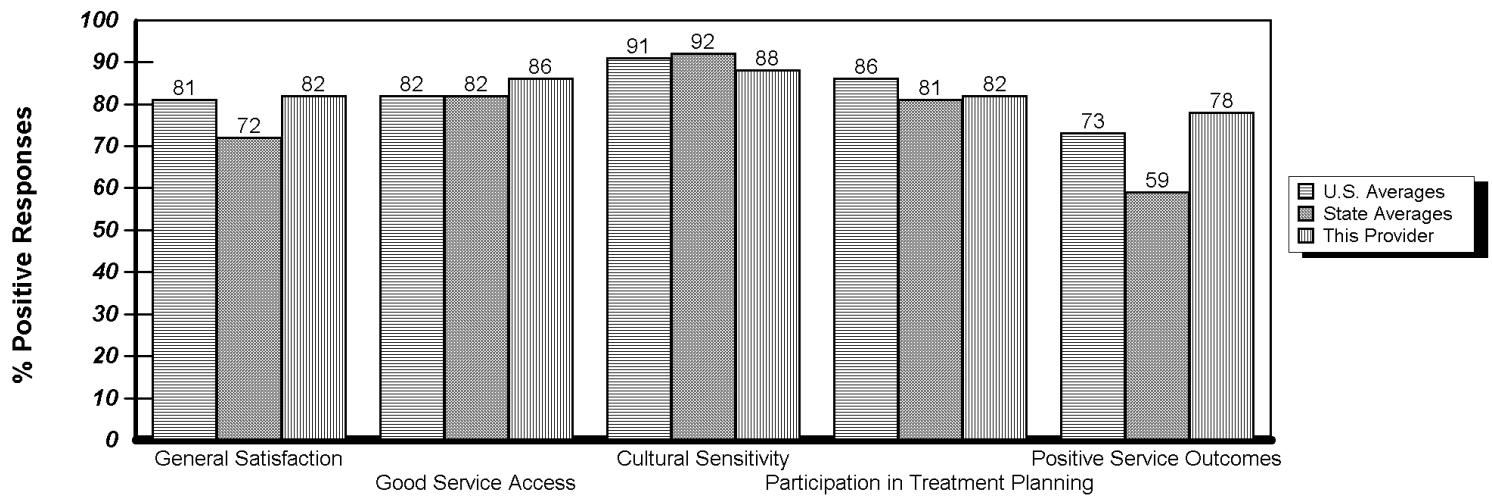
Director of Admissions

Phone: (800) 822-4888

Fax: (317) 273-7565

Email: jbudnick@villages.org

Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Tri-City Comprehensive Community Mental Health Center, Inc.

412

3903 Indianapolis Boulevard

East Chicago, IN 46312

(219) 398-7050

CEO

Mr. Robert Krumwied

Contact Person

Sharon Kraus

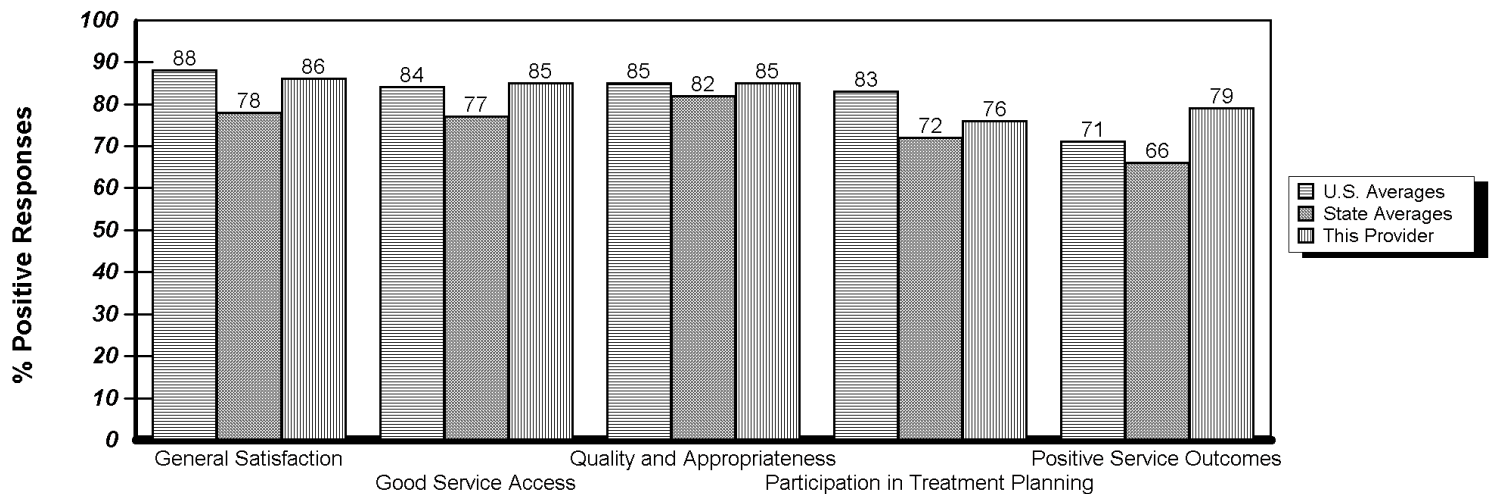
Assoc. Dir. Clinical Serv

Phone: (219) 392-6008

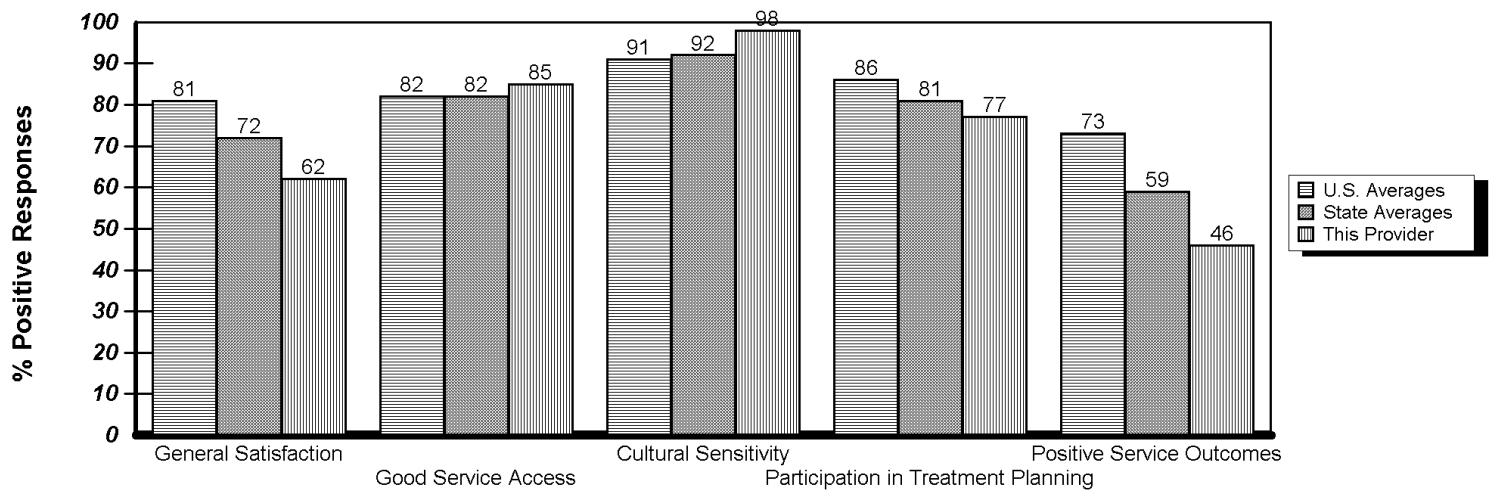
Fax: (219) 392-6998

Email: Sharon.Kraus@tricitycenter.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Universal Behavioral Services - Indianapolis

1389

3590 North Meridian St

Indianapolis, IN 46208

(317) 684-0442

CEO

Mr. Therome Buford

Contact Person

Barbara Bryant

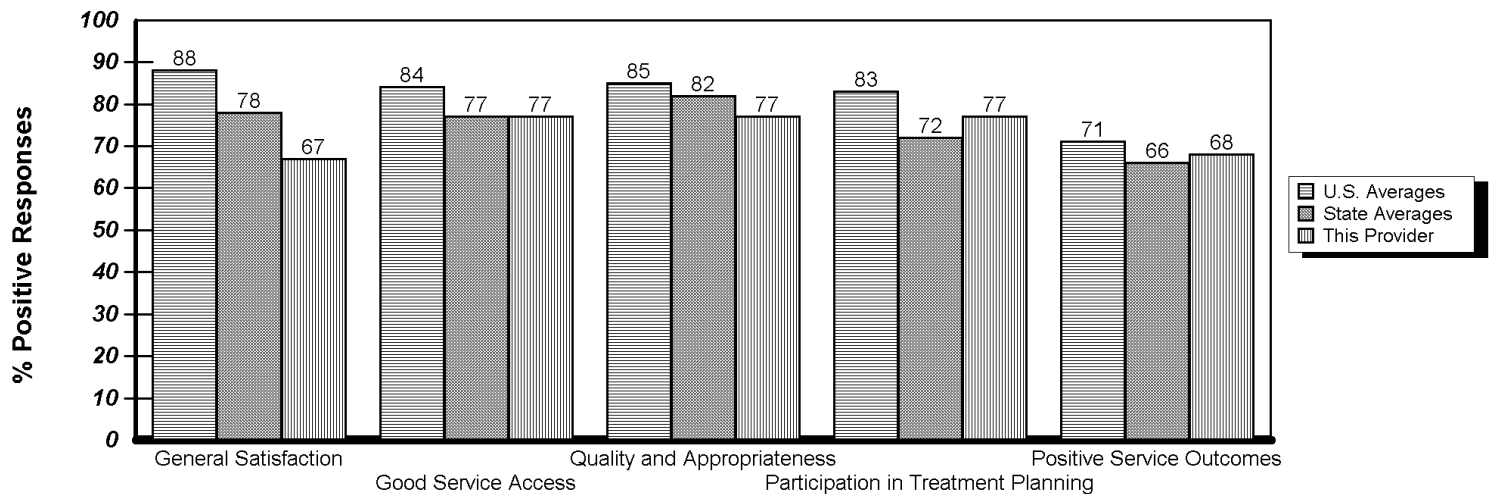
Program Coordinator

Phone: (317) 684-0442

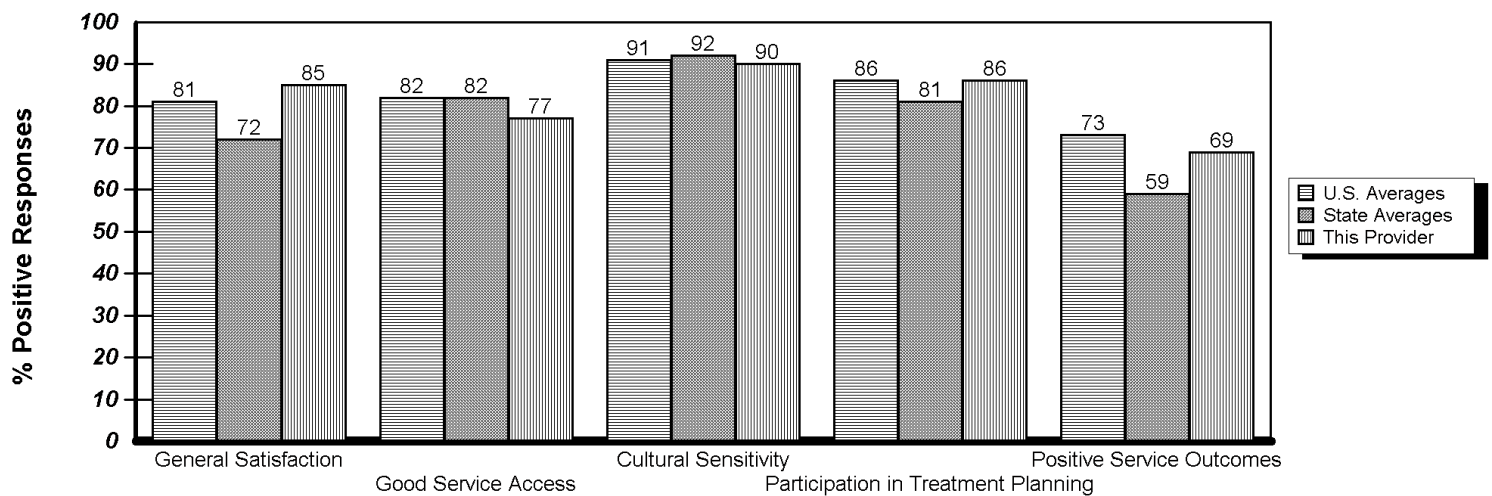
Fax: (317) 684-0679

Email: bbryant@ubscmh.com

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Wabash Valley Hospital, Inc.

415

2900 North River Road

West Lafayette, IN 47906

(765) 463-2555

CEO

Mr. Rick Crawley

Contact Person

Rosemary Ryves

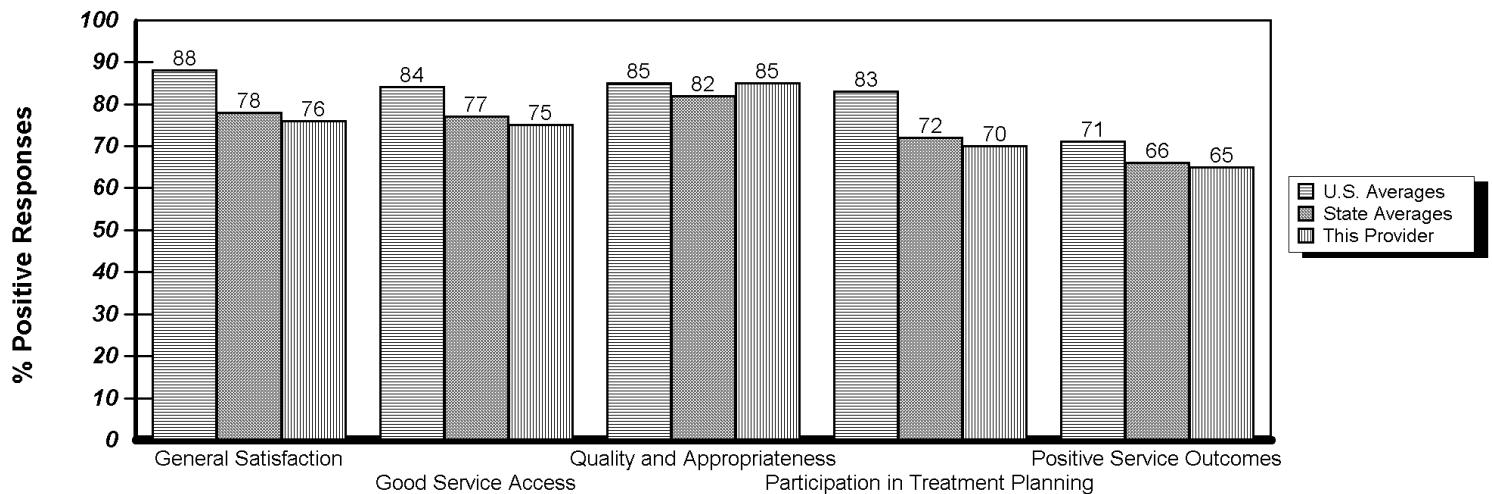
Admin. Secretary

Phone: (765) 463-2555

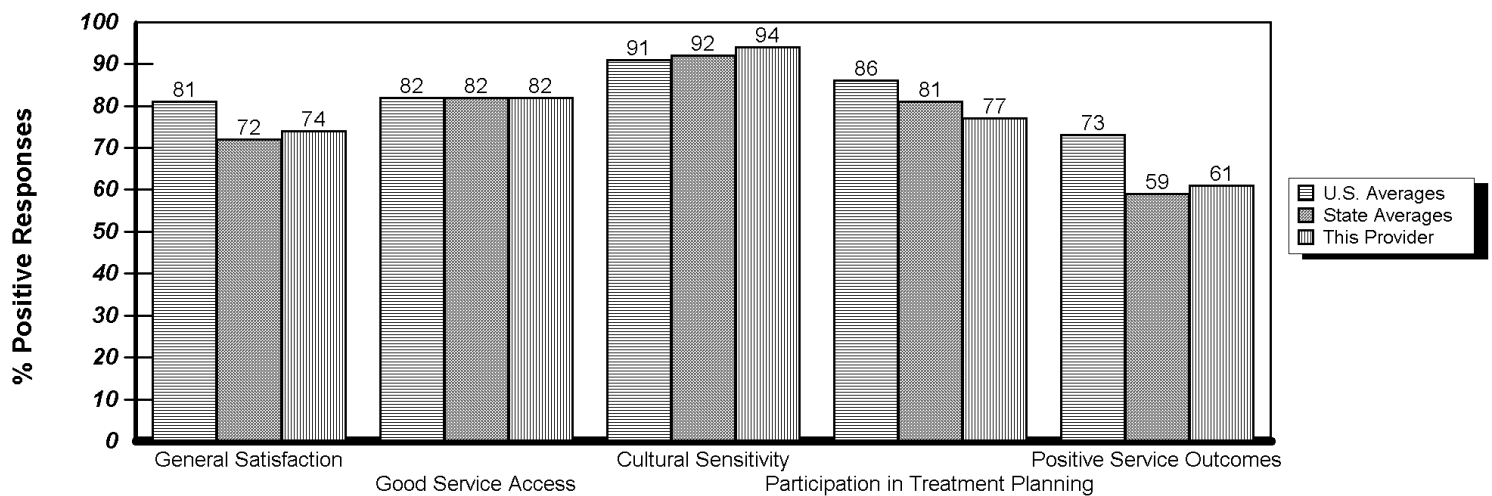
Fax: (765) 497-3960

Email: rryves@wvhmhc.org

Adult Consumer Satisfaction Survey (MHSIP 28-Item)



Youth Services Survey for Families (YSS-F)



Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Project Methods

Sample Randomization

In State Fiscal Year 2005 (July 1, 2004 to June 30, 2005), 48,113 adult consumers with Serious Mental Illness (SMI) and 28,256 child/adolescent consumers with Serious Emotional Disturbance (SED) received public mental health services through DMHA-contracted mental health service providers. A portion (sample) of those consumers answered survey questions that asked about satisfaction with services received. To ensure that the responses from this sample of consumers could be reliably generalized to everyone who received services, a random per-provider sample was drawn from all consumers served.

To generate the sample, Microsoft Access software was used to assign a random number to each consumer enrolled during SFY2005. The number of consumers needed for each provider and each type of survey was calculated on the basis of an 8% confidence interval at an 80% confidence level. This number was multiplied by four to give the desired number to be selected. This list was then reordered by the random number and the first consumers up to the selected number per provider were chosen, resulting in a draw of over 16,000 individuals. If there were less than four times the number of needed consumers for a given provider, then all consumer names for that provider were drawn to achieve an adequate sample. See Appendices 1 and 2 for per-provider numbers served and number of surveys completed.

Once the sample was drawn, DMHA contacted service providers to acquire consumer information (name, phone number, etc.). This type of confidential information is not collected in DMHA databases, so it must be gathered from providers in order to perform the telephone survey. Consumers give their consent to be contacted when they enroll for services.

IU Center for Survey Research and the Telephone Survey

The Indiana Division of Mental Health and Addiction (DMHA) provided the sample and related consumer information to Indiana University Center for Survey Research (CSR), who were contracted to perform the telephone survey. CSR staff implemented a second randomization, selecting a portion of the adult (SMI) and parent/caretakers of child/adolescent consumers (SED) from the original sample. CSR then mailed a pre-survey letter that explained the telephone interview and asked for updated consumer information. For example, consumers were asked to call an “800” number to update their phone numbers. A significant number of consumers could not be located due to incorrect or missing phone numbers, as shown in Appendix 3.

Indiana University CSR staff (8 supervisors and 57 interviewers) performed the survey using a telephone method. CSR personnel receive at least 20 hours of training in interviewing techniques and specific training on the surveys used for this data collection effort. Phone calls were made to consumers from 03/23/06 to 08/31/06 (weekdays from 9:00 AM-10:00 PM, Saturdays 9:00 AM-1:00 PM, and Sundays 1:00 PM-9:30 PM). On average, each call lasted 9.3 minutes. If consumers were under the age of 18 (when services were received), the interview was conducted with a parent or guardian. Any consumer can refuse to participate in all or any portion of the telephone survey, and the telephone interviewers are trained to comply with such a request. As more surveys were needed, an iterative selection from the original sample occurred, pre-survey letters were mailed and phone calls made, until the required number of completed surveys was achieved. A final count of 6,197 adult survey *attempts* and 5,307 parent/caretaker survey *attempts* comprise the sample, for a total of 11,504 survey *attempts*. Survey *completion* totals were 2,009 surveys for adults with SMI and 2,016 surveys for parents/caretakers of child/adolescent consumers with SED, which is a 35% response rate. Appendix 3 shows the Final Dispositions of the telephone survey methodology.¹

¹ Based on guidelines for Final Disposition Codes established by the American Association for Public Opinion Research (AAPOR) Standard Definitions for Final Dispositions of Case Codes, 1998.

MHSIP Adult Survey and YSS-F Parent/Caretaker Survey

For the past two decades, the Mental Health Statistics Improvement Program (MHSIP) worked closely with the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS), with the National Association for State Mental Health Program Directors Research Institute (NASMHPD/NRI), and with various states to develop national mental health data standards. Among the outcomes of this work are the two MHSIP survey instruments (new to the Indiana DMHA in SFY2003) used to collect data for this report card: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey (“MHSIP survey”) and the Youth Services Survey for Families (“YSS-F survey”) which collects data on parent/caretaker satisfaction with child/adolescent services.

The MHSIP survey was created by consumers, researchers, and policymakers, who worked together to identify consumer concerns and values. This group developed indicators of care in five categories and then developed survey questions for each indicator. The MHSIP survey is used to collect and report process data (which examines the interaction between the consumer and the healthcare system) and outcomes data (the results of that interaction).

Both the MHSIP and YSS-F surveys were developed as part of federal grant initiatives, such as the CMHS 16 State Project and the CMHS Data Infrastructure Grant #1 (DIG I) and #2 (DIG II) projects. The DIG Projects include all 50 states, the District of Columbia, and all U.S. territories. By using these surveys, Indiana achieves the goal of comparing Hoosier results to regional and national results. To view more data for Indiana and other states, please visit this website: <http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/>

Dr. Judy Hall, Washington State Department of Social and Health Services, leads the MHSIP survey development, and Dr. Molly Brunk, Virginia Commonwealth University, leads the YSS-F survey development. Drs. Hall and Brunk worked in collaboration with NRI, CMHS, MHSIP, and various states throughout development of the surveys and their analyses. Both survey instruments have been tested for reliability and validity. To view these surveys, please visit the MHSIP website at: www.mhsip.org

SAMHSA encourages all states and territories to use the MHSIP and YSS-F surveys and requires this data as part of the Mental Health Block Grant (MHBG) requirements. The MHBG provides Indiana with approximately \$8 million annually in mental health service dollars. Currently, 47 states are using the MHSIP survey. It is noteworthy that 38 states are now using the YSS-F survey, which is an increase of 23 states in three years. The Indiana Block Grant reports can be viewed on the Indiana DMHA website: <http://www.in.gov/fssa/mental/data.htm>

During the original development of the MHSIP and YSS-F surveys, factor analyses were performed to determine the capacity of certain survey items for aggregation into categories. For the MHSIP survey, the five categories are: General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, and Positive Service Outcomes. The YSS-F survey categories are: General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, and Positive Service Outcomes. To understand how individual survey items were aggregated into categories, see Appendix 4. The provider graphs in this report show the results of the categories, rather than results of individual survey items. Appendix 5 shows the number of survey responses (“N”) for each category.

Survey responses for the MHSIP survey range across 1=Strongly Agree, 2=Agree, 3= I am Neutral, 4=Disagree, and 5=Strongly Disagree and for the YSS-F survey range across 1=Strongly Disagree, 2=Disagree, 3=Undecided, 4=Agree, and 5=Strongly Agree. Data manipulations were performed so that survey responses are in the same direction, i.e., a response of “1” is a positive response (“Strongly Agree”) for both surveys. Consumers can refuse the telephone interview and can refuse to answer any specific survey items.

To learn about new National Outcomes Measure (NOM) federal initiatives and to create your own reports that compare Indiana data to national data, please visit this website: <http://www.nationaloutcomemeasures.samhsa.gov/>

Reliability

Cronbach's alphas were calculated to determine consistency of category (i.e., scale) measurement for the MHSIP survey, using Indiana data. Results show consistency in measurement (reliability) with the exception of the Participation in Treatment Planning category (see Table 7). It is likely that this category would not give the same results over repeated data collections. These findings are consistent with findings from the SFY2003 and SFY2004 Satisfaction Survey Report Card. Note that 47 states used the MHSIP survey, and at least one state used another type of satisfaction survey.

Table 7. MHSIP Adult Survey Category Reliability for Indiana Data

Category	Number of Items	Number of States Reporting Data	Alphas for Indiana data
General Satisfaction	3	48	0.888
Good Service Access	6	48	0.854
Quality & Appropriateness	9	48	0.896
Participation in Treatment Planning	2	47	0.605
Positive Service Outcomes	8	50	0.915

For the YSS-F survey, alphas calculated with Indiana's data were very good, indicating consistency in measurement, with the exception of the Good Service Access category (i.e., scale), as shown in Table 8. It is likely that this category would not give the same results over repeated data collections. These findings are consistent with findings from the SFY2003 and SFY2004 Satisfaction Survey Report Card. Note that 38 states used the YSS-F survey, while numerous states continued to use other types of satisfaction surveys. Fewer states use the YSS-F survey than MHSIP survey because federal requirements for reporting MHSIP survey data for block grants pre-date the same requirements for YSS-F survey data.

Table 8. YSS-F Parent/Caretaker Survey Category Reliability for Indiana Data

Category	Number of Items	Number of States Reporting Data	Alphas for Indiana data
General Satisfaction	6	41	0.934
Good Service Access	2	42	0.540
Cultural Sensitivity	4	38	0.860
Participation in Treatment Planning	3	43	0.742
Positive Service Outcomes	6	42	0.906

Computation of Provider Scores

The following methods, required by the federal government, were used to calculate percent scores for the categories and graphs in this report:

1. Indiana University recodes the YSS-F survey so the values are in the same direction as the MHSIP survey (i.e., the YSS-F survey is recoded to 1=Strongly Agree, 2=Agree, 3=Undecided, 4=Disagree, and 5=Strongly Disagree).
2. "Not Applicable" responses are recoded as missing values, excluding responses with more than 1/3rd of the items in the category missing.
3. For each respondent, for each category, an average (mean) is calculated for all items in the category.
4. For each provider, for each category, the number of average scores are counted that are less than 2.50 (scores that when rounded represent "Agree" or "Strongly Agree" responses).
5. For each provider, for each category, results of Step 4 (number of average scores) are divided by the number (count) of Step 3 scores computed to obtain a percent of favorable responses.

Confidence Interval, Precision, and Confidence Level

Confidence interval and confidence level statistics are important because nearly all health care quality scores are developed using a statistical sampling method, which means that there is some uncertainty about whether the sample reflects the population from which the sample was drawn. Combined, these statistics tell you how confident you can be that the scores found in the sample can represent the scores for the entire population. At the statewide level, we are trying to determine how well the entire sample might reflect all Hoosiers with mental illness. At the provider level, we are trying to determine how well the provider-level sample reflects all consumers of mental health services at that particular provider.

The confidence interval statistic is different from the confidence level statistic. The confidence interval refers to the width of the range around some number, i.e., how wide is the range? For example, a narrow range of 82 to 86 (which is ± 2 of 84) is smaller than a wider range of 80 to 90 (which is ± 5 of 85). Confidence intervals with wide ranges are described as less precise, while confidence intervals with narrow ranges are described as more precise. “Precision” refers to the range within which the true value of the larger population is estimated to be.

The confidence level, which is often set at 95% to 99% in social science research, tells you how likely or certain it is that a score will fall within the confidence interval range. For example, a 95% confidence level means that it is highly likely (95% likely) that a score will fall within the confidence interval range. Lower confidence levels, such as 80% or 90%, provide less certainty.

Putting the confidence interval and the confidence level together gives you an indication of how well the sample can represent the larger population. For example, with a small interval range of 82 to 86, and a confidence level of 99%, we can be very certain about the population scores: they are extremely likely (99%) to fall between 82 and 86, which is a high level of precision. We can then be very confident that the scores found in our sample are representative of the scores we would find in the larger population.

Below, statewide and per-provider sample validity for the data used in this report are discussed. The statewide sample size has more precision than the per-provider sample size. This does not mean that the survey results at the provider level are less accurate than results at the statewide level: at the provider level, results are less precise because they are calculated from smaller samples, which have larger confidence intervals. Smaller samples were chosen to control costs of this survey. The sample sizes at the provider level give around an 8.9% confidence interval at a 90% confidence level. Thus we can be 90% certain that scores in the larger provider population will be within an 8.9% interval of the scores we found in our samples. See Appendices 1 and 2 for per-provider confidence intervals.

Sample Size Validity, Statewide and Per Provider

Statewide Sample Size Validity: Indiana University Center for Survey Research (CSR) collected a total of 4,025 surveys (2,009 adult consumer surveys and 2,016 parent/caretaker of children/adolescents survey) in order to achieve the required per-provider sample size. Appendix 3 shows the Final Dispositions of the telephone survey methodology. Once data went through final DMHA revisions, there were 4,012 surveys (2,006 adult and 2,006 parent/caretaker). The total sample required to achieve a $\pm 2.5\%$ confidence interval (precision rate) at a 95% confidence level for the adult survey was 1,490 and for the parent/caretaker survey was 1,457, thus the total sample size was highly precise. Results can be generalized from that total sample to the entire population of adults and children with mental illness served by Indiana providers.

Per Provider Sample Size Validity: For the MHSIP adult survey, per-provider confidence intervals at a 90% confidence level ranged from $\pm 7.75\%$ to $\pm 9.30\%$, with one outlier at 10.17% and another one at 12.05% (due to very small sample size). For the YSS-F parent/ caretaker survey at a 90% confidence level, confidence intervals ranged from $\pm 7.30\%$ to $\pm 9.16\%$, with one outlier at 11.58% and another at 13.49% (again, due to very small sample size). At an 80%

confidence level, confidence intervals are smaller. See Appendices 1 and 2 for per-provider confidence intervals.

These results indicate that, in general for both the MHSIP survey and YSS-F survey results, we can be quite certain (90%) that the larger population of adults and children who are receiving mental health services at a given provider would have the same scores as the sample scores at that provider, within an average range of around $\pm 8.8\%$ to $\pm 9.0\%$.

True Difference in Consumer Satisfaction

Confidence intervals give a sense of the degree of reliable differences between providers. In this report card, true statistical difference indicates real difference in consumer satisfaction. If a category score for Center A is 80%, $\pm 5\%$, and for Center B is 85%, $\pm 5\%$, the overlap in confidence intervals between them (80 to 85) indicates that any obtained difference between the provider samples may not be reliable; in short, there may be no real difference in the scores found at each of the providers, indicating that these providers have the same consumer satisfaction levels. When confidence intervals overlap, the scores (and therefore the providers) are basically comparable. Conversely, if the confidence intervals do not overlap, this indicates the possibility of statistically significant differences between the providers.

Provider averages on the category scores for the MHSIP adult survey range from 68.0% to 87.4%. Provider averages on the category scores for the YSS-F survey range from 70.8% to 86.7%. No one provider is significantly different from any other provider on the MHSIP survey scores or on the YSS-F survey scores. In other words, consumers of mental health services are equally satisfied with all providers. Analysis of variance supports the result that no one category achieved significance (see Appendix 6).

It should be noted that statistical significance is not the same as practical significance. With a very large sample size, every difference may be statistically significant, but that doesn't necessarily mean that the differences have practical value. Does a very small difference (e.g., 89% versus 90%) really matter? Will consumers experience substantial differences in outcomes because of minor differences in scores? The answer is unknown, but caution should be used when evaluating one provider against another.

Glossary

CMHS: The Center for Mental Health Services, which is a federal center under Health and Human Services (HHS), SAMHSA.

Confidence interval: Confidence interval is the range in which the true value of the population is estimated to be. This range is often expressed in percentage points, (e.g., $\pm 2.5\%$). Thus, if the report card states that 83% of consumers in the sample gave a positive response with a confidence interval of $\pm 2.5\%$, then it can be concluded that between 80.5% and 85.5% of consumers in the population have would give a positive response.

Confidence level: Using the 95% confidence level when determining sample size allows us to say that 95 out of 100 samples drawn would given us the same values (within the range of confidence interval discussed above) as the values we achieved. There is a small chance that the sample drawn does not represent the true population value.

Consumer: A person who receives mental health services.

Continuum of Care: A core set of mental health services that mental health service providers, who are contracting with the Division of Mental Health and Addiction, must offer to consumers. These services include the following:

1. Individualized treatment planning to increase coping skills and symptom management, which may include any combination of services listed below.
2. Twenty-four hour a day crisis intervention.
3. Case management to fulfill individual consumer needs, including assertive case management when indicated.
4. Outpatient services, including intensive outpatient services, substance abuse services, counseling, and treatment.
5. Acute stabilization services including detoxification services.
6. Residential services.
7. Day treatment.
8. Family support services.
9. Medication evaluation and monitoring.
10. Services to prevent unnecessary and inappropriate treatment and hospitalization and the deprivation of a person's liberty.

Degree of Variability: Refers to the distribution of the attributes being measures in the population. The less variable (more homogeneous) the population, the smaller the sample size. A proportion of 50% indicates the greatest level of variability, while 20% or 80% indicate less variability (greater homogeneity).

Division of Mental Health and Addiction (DMHA): The Indiana Family and Social Services Administration (FSSA) division that regulates and certifies mental health services in Indiana.

Hoosier Assurance Plan (HAP): The Division of Mental Health and Addiction care strategy for the method of funding and the delivery of mental health and addiction services by the state of Indiana.

Mental Illness: All forms of illness in which psychological, emotional, or behavioral disturbances are the dominating feature and which can substantially diminish the capacity for coping with ordinary demands of life.

MHSIP: Mental Health Statistics Improvement Program

NASMHPD: National Association of State Mental Health Program Directors

NRI: National Association of State Mental Health Program Directors Research Institute

Outcomes: A form of measuring consumer experience designed to help consumers, payers, and providers make rational health care choices based on better insight into the effect of these choices on the consumer's life.

Population: A complete set of individuals having some common observable characteristic. In this report the population is all consumers served by DMHA-contracted mental health providers.

Poverty: As defined by the federal government, a person is in poverty if the household in which the person resides has an annual income below a predetermined level.

SAMHSA: The Substance Abuse and Mental Health Services Administration, which is a federal agency under Health and Human Services (HHS).

Sample: A portion or subset of the entire population that is used to make inferences about the entire population.

Serious Emotional Disturbance (Children/Adolescents): The Division of Mental Health and Addiction definition of serious emotional disturbance, which is also the federal definition, is as follows:

1. The child has a mental illness diagnosis under the DSM-IV-TR, published by the American Psychiatric Association.
2. The child experiences significant functional impairments in at least one of the following areas:
 - a) Activities of daily living.
 - b) Interpersonal functioning.
 - c) Concentration, persistence, and pace.
 - d) Adaptation to change.
3. The duration of the disorder has been, or is expected to be, in excess of twelve months. However, children who have experienced a situational trauma, and who are receiving services in two or more community agencies, do not have to meet the durational requirement of this clause.

Seriously Mentally Ill (Adults): The Division of Mental Health and Addiction definition of seriously mentally ill adult, which is also the federal definition, is as follows:

1. The individual has a mental illness diagnosis under the Diagnostic and Statistical Manual of Mental Disorders, 4th edition (DSM IV-TR), published by the American Psychiatric Association.
2. The individual experiences significant functional impairment in two of the following areas:
 - a) Activities of daily living.
 - b) Interpersonal functioning.
 - c) Concentration, persistence, and pace.
 - d) Adaptation to change.
3. The duration of the mental illness has been, or is expected to be, in excess of twelve months. However, adults who have experienced a situational trauma do not have to meet the durational requirement of this clause.

State Fiscal Year (SFY): In Indiana, the one-year period of time from July 1 of one year to June 30 of the following year.

Internet References

Organization	Website
Indiana Family and Social Services Administration (FSSA)	www.in.gov/fssa
Indiana FSSA Division of Mental Health and Addiction (DMHA)	www.in.gov/fssa/mental
Indiana FSSA Division of Mental Health and Addiction (DMHA) Map of providers	http://www.in.gov/apps/fssa/hap/
Substance Abuse and Mental Health Services Administration (SAMHSA)	www.samhsa.gov http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/
SAMHSA Center for Mental Health Services (CMHS)	www.samhsa.gov/centers/cmhs/cmhs.html
SAMHSA National Outcome Measures (NOMS)	http://www.nationaloutcomemeasures.samhsa.gov/welcome.asp
Mental Health Statistics Improvement Program (MHSIP)	www.mhsip.org
National Association of State Mental Health Program Directors (NASMHPD)	www.nasmhpd.org
NASMHPD Research Institute (NRI)	www.nri-inc.org

Appendix 1. Sample Size Confidence Intervals, MHSIP Adult Survey

Center Number	Center Name	Number Served	Number of Survey Responses	Confidence Interval* at 80% Confidence Level	Confidence Interval* at 90% Confidence Level
429	Adult and Child MH Ctr	1,153	60	6.98%	8.96%
430	BehaviorCorp	2,054	68	6.62%	8.50%
411	Center for Behavioral Health	1,688	62	6.92%	8.88%
425	Center for Mental Health	1,429	68	6.57%	8.43%
413	Community Mental Health Ctr	1,027	64	6.72%	8.63%
422	Meridian Services Corp.	2,110	64	6.83%	8.77%
428	Cummins Mental Health Ctr	1,933	62	6.94%	8.90%
417	Dunn Mental Health Ctr	1,559	63	6.85%	8.79%
421	Edgewater Systems	1,132	64	6.74%	8.65%
427	Four County Comprehensive	1,215	64	6.75%	8.67%
416	Gallahue Mental Health Ctr	1,595	65	6.74%	8.66%
414	Grant Blackford Mental Health	977	61	6.88%	8.83%
405	Hamilton Ctr	2,830	63	6.91%	8.87%
407	Howard Community Hospital	587	57	6.99%	8.97%
402	LifeSpring	2,159	48	7.92%	10.17%
406	Madison Ctr	1,100	63	6.79%	8.72%
401	Midtown Community MH Ctr	2,998	66	6.76%	8.67%
426	Northeastern Ctr	1,449	63	6.84%	8.78%
409	Oaklawn Psychiatric Ctr	1,749	62	6.92%	8.89%
423	Otis R. Bowen Ctr	1,240	67	6.60%	8.47%
419	Park Ctr	2,224	70	6.53%	8.38%
418	Porter-Starke Services	1,201	56	7.24%	9.30%
408	Quinco Consulting Ctr	2,057	64	6.83%	8.77%
403	Samaritan Ctr	1,189	60	6.98%	8.96%
420	Southern Hills Counseling Ctr	890	62	6.80%	8.73%
424	Southlake Community MH Ctr	1,193	79	6.04%	7.75%
404	Southwestern Indiana MH Ctr	2,881	68	6.65%	8.54%
1001	St. Margaret Mercy Healthcare	326	60	6.48%	8.32%
410	Swanson Ctr	641	68	6.37%	8.17%
412	Tri-City Comprehensive MH Ctr	1,172	72	6.34%	8.14%
1389	Universal Behavior Services	206	30	9.39%	12.05%
415	Wabash Valley Hospital	2,149	63	6.89%	8.84%
Totals		48,113	2,006		
Average (mean) conf intvls this report (SFY2005)				6.9%	8.8%
Average (mean) conf intvls last report (SFY2004)				6.9%	8.9%
Average (mean) conf intvls report (SFY2003)				7.2%	9.3%

* The range in which the true value of the population is estimated to be. See the "Project Methods" section of this document for more information about confidence intervals.

Appendix 2. Sample Size Confidence Intervals, YSS-F Parent/Caretaker Survey

Center Number	Center Name	Number Served	Number of Survey Answers	Confidence Interval* at 80% Confidence Level	Confidence Interval* at 90% Confidence Level
429	Adult & Child Mental Health	1,464	61	6.96%	8.93%
430	BehaviorCorp	904	59	6.99%	8.97%
411	Center for Behavioral Health	953	62	6.82%	8.75%
425	Center for Mental Health	672	59	6.91%	8.86%
413	Community Mental Health Ctr	480	61	6.65%	8.53%
422	Meridian Services Corp.	545	59	6.83%	8.76%
428	Cummins Mental Health Ctr	1,541	63	6.85%	8.79%
417	Dunn Mental Health Ctr	860	64	6.68%	8.57%
421	Edgewater Systems	585	65	6.49%	8.34%
427	Four County Comprehensive	704	62	6.73%	8.64%
416	Gallahue Mental Health Ctr	1,701	66	6.70%	8.60%
414	Grant Blackford Mental Health	377	55	6.92%	8.89%
405	Hamilton Ctr	1,653	66	6.69%	8.59%
407	Howard Community Hospital	303	54	6.86%	8.80%
402	LifeSpring	841	64	6.67%	8.56%
406	Madison Ctr, Inc.	1,865	60	7.05%	9.05%
401	Midtown Community MH Ctr	1,196	61	6.92%	8.89%
426	Northeastern Ctr	639	60	6.82%	8.76%
409	Oaklawn Psychiatric Ctr	721	59	6.93%	8.89%
423	Otis R. Bowen Ctr	1,569	62	6.91%	8.87%
419	Park Ctr	836	59	6.97%	8.94%
418	Porter-Starke Services	401	58	6.75%	8.66%
1468	PSI Services III, Inc.	100	49	5.69%	7.30%
408	Quinco Consulting Ctr	1,150	59	7.04%	9.04%
403	Samaritan Ctr	604	60	6.80%	8.73%
420	Southern Hills Counseling Ctr	546	70	6.20%	7.96%
424	Southlake Community MH Ctr	512	50	7.46%	9.58%
404	Southwestern Indiana MH Ctr	1,382	58	7.13%	9.16%
1001	St. Margaret Mercy	46	21	9.03%	11.58%
1007	St. Vincent Hospital	42	17	10.51%	13.49%
410	Swanson Ctr	269	54	6.76%	8.68%
412	Tri-City Comprehensive	982	60	6.95%	8.91%
1389	Universal Behavior Services	306	52	7.02%	9.01%
1006	Villages of Indiana	349	56	6.80%	8.73%
415	Wabash Valley Hospital	969	61	6.88%	8.83%
429	Adult & Child Mental Health	1,464	61	6.96%	8.93%
Totals		28,067**	2,006		
Average (mean) conf intvls this report (SFY2005)				7.0%	9.0%
Average (mean) conf intvls last report (SFY2004)				6.9%	8.8%
Average (mean) conf intvls report (SFY2003)				7.0%	8.9%

* The range in which the true value of the population is estimated to be. See the "Project Methods" section of this document for more information about confidence intervals.

** This figure excludes data from one provider. For more information, please see the "Overview" at the beginning of this report card.

Appendix 3. IU CSR Final Dispositions

Interviews	SMI	SED	Total
Complete	2009	2016	4025
Total interviews	2009	2016	4025
Eligible, Non-Interview			
Refusal	463	229	692
Break-off	92	54	146
Respondent never available	222	194	416
Respondent away duration of the survey	14	3	17
Respondent deceased	69	5	74
Physically or mentally unable/incompetent	239	1	240
Language problem	18	25	43
Prison/Military/Institution	0	0	0
Telephone answering device (message confirms respondent)	9	4	13
Total Eligible, Non-Interviews	1126	515	1641
Unknown Eligibility/Respondent Not Found			
Respondent not found	2542	2295	4837
Always busy	21	15	36
No answer	93	65	158
Telephone answering device	223	173	396
Barrier to dialing (privacy manager)	9	12	21
Total Unknown Eligibility/Respondent Not Found	2888	2560	5448
Respondent Not Eligible			
Respondent denies having received services	165	210	375
Duplicate	6	3	9
Quota filled in that center	2	3	5
Respondent is employee at center of evaluation	1	0	1
Total Respondent Not Eligible	174	216	390
Total Sample	6197	5307	11504
RESPONSE RATE THIS REPORT CARD (SFY2005)	32.4%	38.0%	35.0%
RESPONSE RATE SFY2004 REPORT CARD	34.2%	40.7%	37.2%
RESPONSE RATE SFY2003 REPORT CARD	34.4%	41.8%	37.8%

Appendix 4. Individual Survey Items that are Aggregated into Categories

The below survey questions are the actual questions asked on the MHSIP (adult) survey and the YSS-F (parent/caretaker) survey.

MHSIP Adult Survey

General Satisfaction

- I liked the services that I received here.
- If I had other choices, I would still get services at this agency.
- I would recommend this agency to a friend or family.

Good Service Access

- The location of services was convenient.
- Staff was willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

Quality & Appropriateness

- Staff believed that I could grow, change and recover.
- I felt free to complain.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- Staff told what side effects to watch for.
- Staff respected my wishes about who is and is not to be given information about my treatment.
- Staff was sensitive to my cultural/ethnic background.
- Staff helped me obtain the information needed so I could take charge of managing my illness.
- I was encouraged to use consumer-run programs.

Participation in Treatment Planning

- I felt comfortable asking questions about my treatment and medications.
- I, not staff, decided my treatment goals.

Positive Service Outcomes

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My housing situation has improved.
- My symptoms are not bothering me as much.

YSS-F Parent/Caretaker Survey

General Satisfaction

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

Good Service Access

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

Quality & Appropriateness or Cultural Sensitivity

- Staff treated me with respect.
- Staff respected my family's religious/spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff was sensitive to my cultural/ethnic background.

Participation in Treatment Planning

- I helped to choose my child's services.
- I helped to choose my child's treatment goals.
- I participated in my child's treatment.

Positive Service Outcomes

- My child is better at handling daily life.
- My child gets along better with family members.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.
- I am satisfied with our family life right now.

Appendix 5. Descriptive Statistics

Descriptive Statistics – MHSIP Adult Survey Categories

	N	Min	Max	Mean	SD
General Satisfaction	2004	1.0	5.0	2.0052	1.00
Good Service Access	2005	1.0	5.0	2.0093	.82
Quality & Appropriateness	1987	1.0	5.0	1.9484	.71
Participation in Treatment Planning	1906	1.0	5.0	2.0664	.88
Positive Service Outcomes	1973	1.0	5.0	2.2948	.89

Descriptive Statistics – YSS-F Parent/Caretaker Survey Categories

	N	Min	Max	Mean	SD
General Satisfaction	2,004	1.0	5.0	2.1520	1.00
Good Service Access	2,001	1.0	5.0	1.8383	.75
Cultural Sensitivity	2,002	1.0	5.0	1.6829	.61
Participation in Treatment Planning	1,991	1.0	5.0	1.8966	.75
Positive Service Outcomes	1,973	1.0	5.0	2.4425	.99

Appendix 6. One-way Analyses of Variance

MHSIP Adult Survey Means Comparisons

		Sum of Squares	df	Mean Square	F	Sig.
General Satisfaction	Between Groups	32.775	31	1.057	1.050	.392
	Within Groups	1986.339	1972	1.007		
	Total	2019.113	2003			
Good Service Access	Between Groups	25.500	31	.823	1.220	.188
	Within Groups	1329.740	1973	.674		
	Total	1355.240	2004			
Quality & Appropriateness	Between Groups	17.579	31	.567	1.125	.291
	Within Groups	985.373	1955	.504		
	Total	1002.952	1986			
Participation in Treatment Planning	Between Groups	25.981	31	.838	1.089	.338
	Within Groups	1442.873	1874	.770		
	Total	1468.854	1905			
Positive Service Outcomes	Between Groups	24.923	31	.804	1.021	.435
	Within Groups	1528.202	1941	.787		
	Total	1553.125	1972			

No MHSIP survey categories achieved statistical significance, indicating that all providers are considered to be equally satisfactory.

YSS-F Parent/Caretaker Survey Means Comparisons

		Sum of Squares	df	Mean Square	F	Sig.
General Satisfaction	Between Groups	45.033	34	1.324	1.333	.095
	Within Groups	1956.314	1969	.994		
	Total	2001.347	2003			
Good Service Access	Between Groups	22.571	34	.664	1.170	.231
	Within Groups	1109.566	1956	.567		
	Total	1132.137	1990			
Cultural Sensitivity	Between Groups	15.350	34	.451	.809	.776
	Within Groups	1097.100	1966	.558		
	Total	1112.450	2000			
Participation in Treatment Planning	Between Groups	10.461	34	.308	.832	.742
	Within Groups	727.238	1967	.370		
	Total	737.699	2001			
Positive Service Outcomes	Between Groups	35.669	34	1.049	1.078	.348
	Within Groups	1885.234	1938	.973		
	Total	1920.903	1972			

* $p < 0.01$

One YSS-F survey category achieved moderate significance ($p < 0.01$): General Satisfaction. This indicates true differences in consumer satisfaction among the providers on this domain.

Appendix 7. MHSIP Adult Survey Average (Mean) Scores

General Satisfaction		Good Service Access		Quality and Appropriateness		Participation in Treatment Planning		Positive Service Outcomes	
403 Samaritan Ctr	1.73	403 Samaritan Ctr	1.72	404 Southwestern	1.78	404 Southwestern	1.86	403 Samaritan Ctr	2.07
407 Howard Community Hosp	1.78	424 Southlake	1.80	424 Southlake	1.79	403 Samaritan Ctr	1.87	401 Midtown CMHC	2.07
404 Southwestern	1.81	404 Southwestern	1.86	403 Samaritan Ctr	1.82	428 Cummins MH Ctr	1.91	424 Southlake	2.15
421 Edgewater Systems	1.81	412 Tri-City Comp MH Ctr	1.89	418 Porter-Starke Svcs	1.83	411 Center for Behavioral Hlth	1.91	421 Edgewater Systems	2.17
412 Tri-City Comp MH Ctr	1.85	418 Porter-Starke Svcs	1.90	411 Center for Behavioral Hlth	1.86	1389 Universal Behavior Svcs	1.93	405 Hamilton Ctr	2.17
1001 St. Margaret Mercy	1.85	1001 St. Margaret Mercy	1.92	1001 St. Margaret Mercy	1.86	424 Southlake	1.95	412 Tri-City Comp MH Ctr	2.19
418 Porter-Starke Svcs	1.87	421 Edgewater Systems	1.93	408 Quinco Consulting Ctr	1.88	418 Porter-Starke Svcs	1.95	406 Madison Ctr, Inc.	2.21
409 Oaklawn Psychiatric Ctr	1.93	405 Hamilton Ctr	1.95	407 Howard Community Hosp	1.91	1001 St. Margaret Mercy	1.96	423 Otis R. Bowen Ctr	2.21
408 Quinco Consulting Ctr	1.94	408 Quinco Consulting Ctr	1.95	417 Dunn MH Ctr	1.91	407 Howard Community Hosp	1.96	1001 St. Margaret Mercy	2.23
405 Hamilton Ctr	1.96	426 Northeastern Ctr	1.97	428 Cummins MH Ctr	1.91	421 Edgewater Systems	1.98	404 Southwestern	2.23
424 Southlake	1.96	410 Swanson Ctr	1.97	401 Midtown CMHC	1.91	412 Tri-City Comp MH Ctr	1.99	409 Oaklawn Psychiatric Ctr	2.24
420 Southern Hills	1.97	407 Howard Community Hosp	1.98	405 Hamilton Ctr	1.91	405 Hamilton Ctr	1.99	418 Porter-Starke Svcs	2.26
415 Wabash Valley Hosp	1.98	411 Center for Behavioral Hlth	1.99	421 Edgewater Systems	1.92	413 Community MH Ctr	1.99	413 Community MH Ctr	2.27
401 Midtown CMHC	1.99	413 Community MH Ctr	1.99	415 Wabash Valley Hosp	1.92	401 Midtown CMHC	2.04	415 Wabash Valley Hosp	2.27
406 Madison Ctr, Inc.	2.00	429 Adult & Child MH Ctr	1.99	413 Community MH Ctr	1.93	423 Otis R. Bowen Ctr	2.05	417 Dunn MH Ctr	2.28
417 Dunn MH Ctr	2.03	409 Oaklawn Psychiatric Ctr	2.00	412 Tri-City Comp MH Ctr	1.94	406 Madison Ctr, Inc.	2.08	411 Center for Behavioral Hlth	2.28
430 BehaviorCorp	2.03	401 Midtown CMHC	2.02	402 LifeSpring	1.94	408 Quinco Consulting Ctr	2.08	426 Northeastern Ctr	2.29
411 Center for Behavioral Hlth	2.04	415 Wabash Valley Hosp	2.02	426 Northeastern Ctr	1.94	425 Center for MH	2.09	420 Southern Hills	2.32
416 Gallahue MH Ctr	2.04	402 LifeSpring	2.02	409 Oaklawn Psychiatric Ctr	1.94	402 LifeSpring	2.10	410 Swanson Ctr	2.34
410 Swanson Ctr	2.04	1389 Universal Behavior Svcs	2.03	423 Otis R. Bowen Ctr	1.95	416 Gallahue MH Ctr	2.11	408 Quinco Consulting Ctr	2.35
427 Four County Comp	2.06	428 Cummins MH Ctr	2.05	1389 Universal Behavior Svcs	1.95	426 Northeastern Ctr	2.11	427 Four County Comp	2.35
414 Grant Blackford MH	2.07	406 Madison Ctr, Inc.	2.06	420 Southern Hills	1.96	409 Oaklawn Psychiatric Ctr	2.12	428 Cummins MH Ctr	2.35
402 LifeSpring	2.07	417 Dunn MH Ctr	2.07	430 BehaviorCorp	1.99	420 Southern Hills	2.13	402 LifeSpring	2.35
428 Cummins MH Ctr	2.09	423 Otis R. Bowen Ctr	2.07	416 Gallahue MH Ctr	2.00	415 Wabash Valley Hosp	2.13	419 Park Ctr	2.36
413 Community MH Ctr	2.09	430 BehaviorCorp	2.11	419 Park Ctr	2.01	422 Comp MH	2.14	416 Gallahue MH Ctr	2.38
426 Northeastern Ctr	2.11	419 Park Ctr	2.12	406 Madison Ctr, Inc.	2.01	429 Adult & Child MH Ctr	2.14	425 Center for MH	2.40
429 Adult & Child MH Ctr	2.11	427 Four County Comp	2.12	425 Center for MH	2.04	417 Dunn MH Ctr	2.15	407 Howard Community Hosp	2.41
423 Otis R. Bowen Ctr	2.15	416 Gallahue MH Ctr	2.13	429 Adult & Child MH Ctr	2.04	410 Swanson Ctr	2.22	1389 Universal Behavior Svcs	2.44
422 Comp MH	2.17	425 Center for MH	2.13	427 Four County Comp	2.07	427 Four County Comp	2.25	429 Adult & Child MH Ctr	2.46
1389 Universal Behavior Svcs	2.20	420 Southern Hills	2.13	410 Swanson Ctr	2.14	430 BehaviorCorp	2.25	422 Comp MH	2.46
419 Park Ctr	2.23	414 Grant Blackford MH	2.19	422 Comp MH	2.15	419 Park Ctr	2.26	430 BehaviorCorp	2.48
425 Center for MH	2.26	422 Comp MH	2.26	414 Grant Blackford MH	2.15	414 Grant Blackford MH	2.30	414 Grant Blackford MH	2.52

Appendix 8. YSS-F Parent/Caretaker Survey Average (Mean) Scores

General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes	
1007 St. Vincent Hosp	1.77	417 Dunn MH Ctr	1.70	1007 St. Vincent Hosp	1.37	1007 St. Vincent Hosp	1.36	1006 Villages of Indiana	2.04
1001 St. Margaret Mercy	1.89	416 Gallahue MH Ctr	1.70	430 BehaviorCorp	1.55	430 BehaviorCorp	1.69	1468 PSI Services	2.19
1389 Universal Behavior Svcs	1.90	44 Grant Blackford MH	1.72	1468 PSI Services	1.56	44 Grant Blackford MH	1.74	1001 St. Margaret Mercy	2.28
1006 Villages of Indiana	1.91	401 Midtown Community MH Ctr	1.72	1389 Universal Behavior Svcs	1.57	1006 Villages of Indiana	1.74	430 BehaviorCorp	2.29
401 Midtown Community MH Ctr	1.95	413 Community MH Ctr	1.74	1006 Villages of Indiana	1.58	1001 St. Margaret Mercy	1.76	417 Dunn MH Ctr	2.30
430 BehaviorCorp	1.95	405 Hamilton Ctr	1.76	413 Community MH Ctr	1.60	425 Center for Mental Hlth	1.78	1007 St. Vincent Hosp	2.30
419 Park Ctr	1.96	429 Adult & Child MH Ctr	1.76	1001 St. Margaret Mercy	1.62	418 Porter-Starke Svcs	1.80	419 Park Ctr	2.30
413 Community MH Ctr	1.98	404 Southwestern	1.77	401 Midtown Community MH Ctr	1.62	1389 Universal Behavior Svcs	1.81	416 Gallahue MH Ctr	2.31
407 Howard Community Hosp	1.99	1389 Universal Behavior Svcs	1.77	423 Otis R. Bowen Ctr	1.63	415 Wabash Valley Hosp	1.84	1389 Universal Behavior Svcs	2.32
404 Southwestern	2.02	422 Comprehensive MH	1.78	412 Tri-City Comp MH Ctr	1.65	407 Howard Community Hosp	1.87	407 Howard Community Hosp	2.35
1468 PSI Services	2.03	428 Cummins MH Ctr	1.79	420 Southern Hills	1.65	401 Midtown Community MH Ctr	1.87	401 Midtown Community MH Ctr	2.36
415 Wabash Valley Hosp	2.05	407 Howard Community Hosp	1.79	418 Porter-Starke Svcs	1.65	409 Oaklawn Psychiatric Ctr	1.87	409 Oaklawn Psychiatric Ctr	2.38
416 Gallahue MH Ctr	2.08	430 BehaviorCorp	1.79	403 Samaritan Ctr	1.65	416 Gallahue MH Ctr	1.88	420 Southern Hills	2.39
417 Dunn MH Ctr	2.11	1006 Villages of Indiana	1.79	407 Howard Community Hosp	1.65	404 Southwestern	1.88	415 Wabash Valley Hosp	2.39
409 Oaklawn Psychiatric Ctr	2.11	411 Center for Behavioral Hlth	1.81	406 Madison Ctr, Inc.	1.66	406 Madison Ctr, Inc.	1.88	405 Hamilton Ctr	2.41
405 Hamilton Ctr	2.12	415 Wabash Valley Hosp	1.81	44 Grant Blackford MH	1.67	44 Southlake	1.88	402 LifeSpring	2.43
403 Samaritan Ctr	2.13	412 Tri-City Comp MH Ctr	1.81	429 Adult & Child MH Ctr	1.67	1468 PSI Services	1.88	427 Four County Comp	2.43
418 Porter-Starke Svcs	2.14	1007 St. Vincent Hosp	1.84	408 Quinco Consulting Ctr	1.68	417 Dunn MH Ctr	1.90	44 Grant Blackford MH	2.44
44 Grant Blackford MH	2.16	419 Park Ctr	1.85	411 Center for Behavioral Hlth	1.68	428 Cummins MH Ctr	1.90	423 Otis R. Bowen Ctr	2.44
429 Adult & Child MH Ctr	2.16	408 Quinco Consulting Ctr	1.86	404 Southwestern	1.70	413 Community MH Ctr	1.90	413 Community MH Ctr	2.49
412 Tri-City Comp MH Ctr	2.21	420 Southern Hills	1.86	415 Wabash Valley Hosp	1.70	429 Adult & Child MH Ctr	1.90	404 Southwestern	2.49
44 Southlake	2.22	410 Swanson Ctr	1.86	405 Hamilton Ctr	1.70	420 Southern Hills	1.90	418 Porter-Starke Svcs	2.49
427 Four County Comp	2.22	403 Samaritan Ctr	1.88	416 Gallahue MH Ctr	1.70	427 Four County Comp	1.91	425 Center for Mental Hlth	2.50
428 Cummins MH Ctr	2.24	44 Southlake	1.90	417 Dunn MH Ctr	1.71	403 Samaritan Ctr	1.91	426 Northeastern Ctr	2.50
422 Comprehensive MH	2.26	421 Edgewater Systems	1.91	419 Park Ctr	1.73	402 LifeSpring	1.92	421 Edgewater Systems	2.52
402 LifeSpring	2.26	427 Four County Comp	1.91	421 Edgewater Systems	1.74	405 Hamilton Ctr	1.92	410 Swanson Ctr	2.53
425 Center for Mental Hlth	2.26	409 Oaklawn Psychiatric Ctr	1.92	422 Comprehensive MH	1.74	411 Center for Behavioral Hlth	1.95	408 Quinco Consulting Ctr	2.53
420 Southern Hills	2.28	426 Northeastern Ctr	1.92	426 Northeastern Ctr	1.74	419 Park Ctr	1.95	422 Comprehensive MH	2.54
411 Center for Behavioral Hlth	2.29	1468 PSI Services	1.92	428 Cummins MH Ctr	1.75	421 Edgewater Systems	1.97	411 Center for Behavioral Hlth	2.54
423 Otis R. Bowen Ctr	2.29	1001 St. Margaret Mercy	1.93	409 Oaklawn Psychiatric Ctr	1.76	408 Quinco Consulting Ctr	1.99	403 Samaritan Ctr	2.57
421 Edgewater Systems	2.30	425 Center for Mental Hlth	1.94	427 Four County Comp	1.76	423 Otis R. Bowen Ctr	1.99	428 Cummins MH Ctr	2.60
410 Swanson Ctr	2.30	406 Madison Ctr, Inc.	1.95	44 Southlake	1.78	426 Northeastern Ctr	2.03	429 Adult & Child MH Ctr	2.62
426 Northeastern Ctr	2.33	423 Otis R. Bowen Ctr	1.95	410 Swanson Ctr	1.78	410 Swanson Ctr	2.04	412 Tri-City Comp MH Ctr	2.64
406 Madison Ctr, Inc.	2.41	418 Porter-Starke Svcs	2.02	425 Center for Mental Hlth	1.79	412 Tri-City Comp MH Ctr	2.09	44 Southlake	2.66
408 Quinco Consulting Ctr	2.48	402 LifeSpring	2.02	402 LifeSpring	1.81	422 Comprehensive MH	2.15	406 Madison Ctr, Inc.	2.68



Mitchell E. Daniels, Jr., Governor
State of Indiana

Family and Social Services Administration
402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, INDIANA 46207-7083
www.IN.gov/fssa
E. Mitchell Roob Jr., Secretary

The Indiana Family and Social Services Administration
does not discriminate on the basis of race, color, creed,
sex, age, disability, national origin, or ancestry.